

## Customer Service Representative US Operations

**Location:** Blackhawk Rd. Rockford, IL

**Department:** Customer Service

**Reporting To:** Customer Service Supervisor

**Hours:** 7:30am - 4pm

### JOB DESCRIPTION:

The Customer Service Representative is primarily responsible for providing effective customer service for all internal and external customers with the goal of increasing business, establishing, and maintaining excellent working relationships, fostering customer satisfaction, as well as customer retention. Takes care of complex customer inquiries and problems, having experience and advanced in-depth knowledge of Bergstrom products and services.

### ESSENTIAL FUNCTIONS:

- To achieve a superior level of performance as a Customer Service Representative requires a detail-oriented, self-motivated individual possessing the ability to work with others on a team.
- Achieves and maintains rapport with customers and works to give them the best possible service.
- Excellent oral and written communication skills, as well as outstanding organizational skills.
- Self-directed and highly motivated and possess the ability to clearly present concepts to customers.
- An ability to multi-task in a fast-paced environment, work independently, and to train new and/or existing Customer Service Representatives when applicable.
- Promptly process customer orders, manual and EDI (Electronic Data Interface) within 24 hours.
- Respond to customer inquiries.
- Expedite customer orders based on requirements.
- Follow progress of orders through the plant in accordance with production schedules.
- Anticipate delivery challenges and take appropriate correction action.
- As required, contact Shipping and/or Production Supervisor in connection with special handling, availability of material, shortages, and vendor delivery promises.
- Provide necessary follow-up with the customer and initiate correspondence.
- Assist in resolving pricing / invoicing questions and complaints.
- Analyze individual solutions and take appropriate action to ensure customer needs are met.
- Access, update and maintain records for individual customer accounts.
- Assist with the development and implementation of goals and plans of action consistent with management directives.
- Involved with quality enhancement teams.
- Interested in actively participating in Bergstrom's continuous improvement environment.
- Employees holding this position may be required to perform other job-related duties.

### EDUCATION AND/OR EXPERIENCE:

- High School Diploma or equivalent.
- A minimum of three years' experience in Customer Service is preferred.
- Experience in a Manufacturing environment.

## PAY AND BENEFITS:

- The budgeted range for this role is \$45,000.00 USD - \$55,000.00 USD per year. The salary range provided is a good faith estimate representative of the desired level of experience for the position. Bergstrom Inc. considers several factors when extending an offer, including but not limited to, the role, function and associated responsibilities, a candidate's work experience, education/training, and key skills.
- Hired applicants may be eligible for benefits, including but not limited to, Bergstrom's discretionary incentive, medical, dental, vision, life insurance, short-term disability, long-term disability, 401(k) match, flexible spending accounts, employee assistance program, tuition reimbursement, paid time off and holidays.

## TO APPLY:

If you would like to be considered and meet all the position requirements, please [email](#) your resume and cover letter to Andrew Hall in Human Resources.

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