

JG Plastics Group, LLC
JOB DESCRIPTION

Position: **CUSTOMER SERVICE ASSOCIATE**

Date: 11/1/2024

Reports to: President

Approved by: Dale Balough

Responsibility and Authority:

The Customer Service Associate will support all daily functions of the Sales Department, acting as the primary interface between customers and the company. Responsibility includes Order Entry, Contract Review, Document Control, and Impeccable attention to detail relating to sales and customers.

Duties Include:

- Manage all incoming calls and inquiries from customers.
- Process all incoming orders into the company order entry system.
- Respond to all customer inquiries in a prompt and efficient manner.
- Monitor production/assembly operations to ensure delivery performance.
- Expedite orders as necessary to meet promise dates.
- Process customer change orders, as necessary.
- Coordinate with Production Scheduler to ensure delivery performance.
- Issue routine price quotations as necessary.
- Interact with all appropriate company personnel to resolve problems.
- Evaluate new customer/molding inquiries and refer to appropriate manager.
- Provide administrative assistance as necessary, incoming phone calls/reception, document scanning/storing, maintaining customer files.
- Coordinator for all Customer Complaints and RMAs
- Process ECNs as part of the Document Control team
- Must adhere to ISO 9001 / AS9100 / ISO 13485 Quality Systems Procedures, GMP, ITAR, and to JG Plastics Safety Practices.

Minimum Qualifications and Experience Requirements:

- Must have manufacturing experience (high preference to injection molding)
- Energetic, self-motivated, detail-oriented team player.
- Have a pleasant phone voice, professional phone manner.
- Must enjoy direct interaction with customers and have ability to build congenial customer relationships. Demonstrate a courteous and helpful attitude toward customers at all times.
- Have proven organization skills and **excellent follow-up capabilities** and systems.
- Possess necessary typing and computer skills to fulfill customer service functions.
- Ability to gain a working knowledge of customer products and service requirements.
- Commitment to superior customer service and customer advocacy.
- Excellent interpersonal skills to communicate with customers and fellow employees.
- ERP/MRP system data entry/analysis, IQMS preferred.

JOB DESCRIPTION ACKNOWLEDGEMENT

I have received full instruction on the scope and nature of this job description and fully understand my position responsibilities and accept this responsibility and full authority as prescribed.

Employee Acknowledgement:

Employee Name

Employee Signature

Date