



Customer Service

Representative of Reconditioning Services

The goal for this position is to support the reconditioning services group and monitor outside relations with servicers and customers to ensure the returns are being processed and returned according to our guidelines and regulations.

- Reports to:**
- Reconditioning Services Manager
- Salary:**
- This is an exempt position. Salary is commensurate with experience
- Schedule:**
- Monday – Friday: 8 am – 5 pm
 - Working overtime may be necessary and required at times
- Benefits:**
- Medical/Rx
 - Dental
 - Life insurance
 - Matching 401(k)
- Duties include, but are not limited to:**
- Support the Reconditioning Services Manager in the execution of RS initiatives
 - Maintain and execute SAP processes related to intercompany RS activities
 - Work in collaboration with return logistics team and plant personnel
 - Oversee special RS programs in place with customers
 - Assist plant personnel as needed with any container return issues
 - Support Accounts Payable with any RS invoice issues
 - Facilitate removal of empty containers from the facilities of end users
 - Ensure emptiers comply with regulatory guidelines for IBC returns (DOT, EPA, UN, etc.)
 - Prompt determination of means for return
 - Creation of return ticket documents and bills of lading
 - Obtaining MSDS sheets when necessary from creation of return tickets
 - Reviewing open return tickets and determining status
 - Contacting end-users to communicate fees and methods of disposal for returned containers that do not meet our return stipulations
 - Other duties as assigned

Requirements:

- 3 years of related business experience at a multi-site and fast-paced company
- Must have customer service experience in manufacturing or logistics
- Must have freight logistics knowledge
- Chemical knowledge preferred
- Must be extremely proficient with SAP and Microsoft Office (Word, Excel, and PowerPoint)
- Must have high initiative and be self motivated
- Must have excellent problem solving, and organizational skills

If you would like to work for an international operation that takes care of its staff and supports them in their own personal development, we are the right partner for you.

We welcome your application by email to: info1usa_northbranch@schuetz.net