



Customer Service Position

Company Overview

Kase Equipment Corporation is a leader in the plastic industry, designing and manufacturing dry offset printing machines for plastic cups, lids, pails, tubes, and closures. Since 1963, Kase Equipment Corporation has continued to grow and expand its product line through the innovative ideas of our engineers and the demand to exceed our customers' expectations.

Our offices are located in Valley View, Ohio. We currently have 50 employees and are looking to our customer service team.

Job Description

Purpose: Supports all customer service staff and customers by entering all sales orders, answering customer inquiries, shipping orders, and maintaining accounts receivable.

Responsibilities include:

- Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
- Enters customer quotations and orders for the customer service department.
- E-mails customers with lead times, status of orders, and expedites parts for both customer service and production.
- Keeps other customer service representatives informed of order delays, shipment delays, and any other information that may affect customer satisfaction and team performance.
- Processes all shipments for customer service and maintains shipping accounts with all carriers including FedEx, UPS, etc.
- Manages Accounts Receivable
- Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc.
- Recommends changes in products, service, and policy by evaluating results and competitive developments.
- Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.

Skills & Qualifications:

- Must be able to type a minimum of 40 wpm.
- Must be detail oriented with the ability to multi-task.
- Effective and efficiently resolve customer issues and respond to customer questions; develop and maintain positive relationships with customers.
- Able to react to change productively and handle other essential tasks as assigned
- Proficient in general math.

DESIGNERS AND MANUFACTURERS OF MULTICOLOR CONTAINER AND LID PRINTERS
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