

Reynaers Aluminium - North America is part of an award-winning, global company, recognized for innovative products. Reynaers North America is a member of the Reynaers Group of companies, a Belgian-based manufacturer and distributor of aluminum products for commercial and residential applications. We are an aluminum fabricator in the Deer Valley area of Phoenix, AZ.

We are now hiring direct, so from the first day you walk through our doors, you're a full time employee of one of the greatest teams around, the Reynaers Group! Our employees, management and company culture make for a fun and comfortable place to come to work every day.

Customer Service Representative

SUMMARY OF JOB FUNCTIONS

To ensure that all dates associated with sales, shipping, production control, and related documents are maintained and customers are notified when changes occur.

To ensure customers are informed of dates to receive parts according to release schedules.

To maintain all records related to customer requirements, ship schedule and information systems.

JOB DESCRIPTION

- Communicate with customers on a daily basis (either by phone, fax or email) regarding inquiries, orders, information or follow-ups.
- Enter and process orders or releases on existing orders and distribute to all appropriate departments within the company.
- Follow-up constantly with Production and Shipping.
- Gather, package and do paperwork for sample requests.
- Maintain filing system (i.e. orders, P.O. confirmations, invoices or bill of lading correspondence).
- Liaison between customer and company.
- To monitor the daily production reports and advise the appropriate management, person or account manager or the customer involved if deliveries are going to be delayed.
- In the event of a customer complaint, Management must be kept advised.

COMMUNICATIONS

- Ensure there are no quality or sales interruptions or errors due to lack of giving or seeking information.
- Inform immediate supervisor immediately when quality problems occur.

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SAFETY

- Follow company safety rules as per supervisor's instructions, and employee handbook including wearing personal protective equipment when required, 100% of the time, and ensure that all procedures under the Occupational Health and Safety Act are being followed.

QUALIFICATIONS/SKILLS REQUIRED:

- Good communication skills
- Good interpersonal skills
- Computer literate

Reynaers North America offers a competitive wage and comprehensive benefits including medical, dental and vision insurance, 401(k), company paid life insurance and more which start the first day of the month following 60 days of employment. The successful candidates will be joining us during an exciting time filled with opportunity, both for our company and our employees. As an employee of Reynaers North America you will have a major role in our success. We provide an environment where you can work safely, contribute to our success and pursue your professional goals.

Job Type: Full-time

Experience: Microsoft Office: 2 years (Required)

Education: High school or equivalent (Required)

Work Authorization: United States (Required)

Shifts: Daytime: 7am-4pm