



F I B E R T E X N O N W O V E N S

We are looking for a

Customer Service – Sales Support Specialist

The job we offer

The **Customer Service – Sales Support Specialist** is to provide customer satisfaction by leading the interface between Sales, R&D, Marketing and Operations Responsible for identifying and recommending procedure and work instruction improvements and best practices relevant to the regular duties.

Essential Job Responsibilities

- Execution and optimization of all related customer service day-to-day activities. Order in-take, processing, delivery confirmation, customer communications and demand planning.
- Provides accurate and timely communication to customers to ensure needs and expectations are met. Including written correspondence, telephone, and electronic exchange to all internal and external customers
- Independently and effectively prioritize daily tasks, and follow up on resolutions that ensure customer satisfaction
- Participates in daily operations and planning meetings
- Builds long-term relationships with customers that includes developing trust and providing exceptional customer satisfaction.
- Acts as the liaison between customers, internal teams, global sister companies and 3PLs.
- Partners with Global Manufacturing Sites, Supply Chain, and Sales, to monitor overall supply status.
- Keeps Sales Management informed of overall supply status on a weekly basis.
- Provides operational and tactical support to Sales Managers (presentations, sampling, UPS shipments, and reporting) as needed.
- Assists Sales with driving new opportunities to closure
- Responsible for assisting in the execution of customer satisfaction surveys, forecasting and quote processing.
- Maintain sales department files in an orderly fashion to promote ease in retrieving information and documentation.
- May involve inside sales
- May require some travel

Qualifications/Competencies

- Bachelor's degree or equivalent experience 1 to 2 years customer service
- Experienced with ERP systems, SAP or AX a plus
- Proficient in Microsoft Office programs
- Ability to communicate clearly and professionally, both verbally and in writing
- EDI experience a plus
- Strong decision making and analytical skills
- Strong organizational and communication/listening skills
- Ability to maintain professionalism under stress

Primary Working Relationships

- Promotes a strong work ethic and displays a team player mentality
- Self-motivated, detail oriented and results driven
- Passionate for getting things done on time and every time
- Other Fibertex resources as necessary

Application and contact

Please send your resume to careers@fibertex.com

Email NIBL@fibertex.com with any questions you may have about this position.