



Customer Care Representative

Porex currently has an opening for a **Customer Care Representative**. This position reports to the Manager of Customer Care and is the primary customer contact as it relates to the customer order fulfillment process. This includes day to day communications with current customers concerning the order entry, follow-up of orders, forecast information gathering, pricing, and order status inquiries. The Customer Care Representative works with many internal functions including: Product Development to keep the customer informed of project status; Quality Control personnel to resolve customer complaints when needed; Production Scheduling and Manufacturing management to resolve delivery issues and order expedites.

Job Functions include but are not limited to:

- Acts as the primary customer advocate for assigned accounts with respect to the entire order fulfillment process including: pricing, delivery, and quality of products supplied.
- Provide primary internal customer contact for all order processing activities. Accepts orders over the phone, fax, or EDI. Acknowledges delivery and pricing information. Follows up to assure commitments are kept and communicates any issues that may impact our commitments.
- Assist members of the Sales team in communicating effectively with territory accounts as it relates to all facets of the business relationship.
- Help Account Management identify account needs and wants. Assist in developing action plans to address account needs and wants.
- Quote customers on a routine basis for standard products, assist customers with options for meeting specific customer requirements when ordering Porex products.
- Communicate verbally and in writing with accounts concerning their status with Porex as it relates to receivables, orders, and other account specific issues.
- Implement company policies as they relate to the order fulfillment process.
- Report any potential competitive activities on a timely basis to account manager.
- Work closely with Marketing and Sales to determine account satisfaction levels. Report important changes in account activities when it comes to ordering trends with key accounts. Help develop data to assist in measurement of territory trends and performance.
- Visit customers on an as needed basis to build and foster a positive working relationship with the assigned accounts.
- Other duties as necessary

Education: Bachelor's degree or technical certification/licensure preferred or equivalent training and/or experience, with focus on sales, customer service, or related area.

Experience: 2-3 years' experience related to sales and/or customer service.

Other skills and abilities:

- Computer skills necessary include ERP System knowledge, word processing, spreadsheet analysis, and database management.
- Verbal and written communication skills that provide a professional approach to Customer Service.
- Ability to travel on an as needed basis to visit customers.
- Strong organizational skills with ability to handle a variety of tasks simultaneously.
- Strong interpersonal/communications skills. Must enjoy working with and helping people to solve problems.
- Team player, committed to working hard to meet goals as well as ensuring customer satisfaction.

To apply for this position, submit your resume online to: [Customer Care Representative](#)

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Porex is an equal opportunity employer and makes employment decisions without regard to race, gender identity, sexual orientation, disability, or protected veteran status.