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## Int'l Customer Care Representative

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Porex currently has an opening for a **Customer Care Representative**. This position reports to the Manager of Customer Care this position is responsible for being the primary customer contact as it relates to the order fulfillment process. This includes day-to-day communications with current customers concerning order entry, follow-up of orders, forecast information gathering, pricing, and order status inquiries. The Customer Care Representative works with many internal functions such as: 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:**

1. Acts as the primary Customer Advocate with assigned accounts in respect to the entire order fulfillment process including: pricing, delivery and quality of products supplied.
2. Provides 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.
3. Assists other members of the Territory Team in communicating effectively with territory accounts as it relates to all facets of the business relationship.
4. Helps Account Managers identify account needs and wants and assists in developing action plans to accomplish those goals.
5. Quotes customers on a routine basis on standard products; assists customer with options to meeting specific customer requirements when ordering Porex products.
6. Communicates verbally and in writing with accounts concerning their status as it relates to receivables, orders, and other account specific issues.
7. Carries out potential competitive activities on a timely basis to Account Manager.
8. Works closely with Sales and Marketing to determine account satisfaction levels. Reports important changes in account activities when it comes to ordering trends with key accounts. Helps develop data to assist in measurement of territory trends and performance.

**Education:** Associates 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:**

1. Knowledge of export regulations and experience handling international shipments
2. Computer skills necessary to include ERP System knowledge, word processing, spreadsheet analysis, slide presentation and database management.
3. Verbal and written communications skills in English and Spanish that provide a professional approach to Customer Service.
4. Flexibility and ability to travel on an as needed basis to visit customers.

**Physical Demands:** Sedentary Work- Lifting of 10 pounds max.

**To apply for this position, submit your resume online to:** [Int'l 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.