

## Employment Opportunity – Inside Sales & Customer Service

### Summary:

States Manufacturing is seeking an experienced Customer Service Representative (CSR). Ideal candidate experience in customer service and inside sales, with working knowledge of the electrical power distribution industry. Ability to work in a team environment providing customer service from the request for quotation to shipment of completed product.

This is a full-time position. Typical working hours will be Monday – Friday with hours ranging from 7:00a.m. to 5:00p.m. Overtime will be available and/or mandatory at management’s discretion.

### Specific Duties Include:

- Proactively works with States sales, engineering, and production teams to meet customer needs and resolve issues.
- Provide excellent customer service with timely follow-ups and response to inquiries.
- Actively participates in coordinating, analyzing and acting upon information and feedback of customer needs or requests.
- Creates sales orders in ERP system, entering all applicable sales documents and specifications.
- Reviews or creates order tickets to for production or engineering use.
- Maintains & creates Bills of Material.
- Manages purchasing of materials and coordinating delivery and release of product based on project requirements.
- Tracks open vendor purchase orders.
- Verifies shipping information and dates, prior to shipment (contact, address special requirements).
- Provide support for maintaining and tracking catalog items, part numbers, and products fabricated by States, both for internal use, and quotation needs.

### Skills and Qualifications:

- Minimum 3 years’ experience.
- Knowledge of Electrical Power Distribution Equipment preferred.
- Experience with an ERP system.
- Working knowledge of Microsoft Office products, including Outlook, Excel, Word, PowerPoint.
- Ability to pass background and drug test prior to employment.
- Ability to work in a team environment to accomplish daily tasks.
- Superior problem solving, project management and analytical skills.
- Demonstrated ability to work independently making sound design decisions for a week at a time.

### Physical Requirements/Working Environment:

- This position requires the ability to sit, and bend or stand for extended periods of time.
- Performance of duties will mostly be in the office.

Application Instructions:

- Email your resume to [resumes@statesmfg.com](mailto:resumes@statesmfg.com) or call our main office at 763-588-0536 to talk with a representative today and schedule your interview. States Manufacturing is an equal opportunity employer.

