

Among PU machinery and plant manufacturers, the Hennecke GROUP enjoys worldwide reputation as being the company with the broadest product range and highest quality. Our expertise and equipment portfolio covers virtually all fields of PU applications. For more than 75 years, Hennecke has been driving innovation in PU technologies that have gained worldwide acceptance and acclaim - in close cooperation with polyurethane processors around the globe.

**For the North American territory we are looking for**

## Specialist Customer Service

### Main responsibilities include:

- Be the face and voice of our company to our valued customers
- Daily communication with customers by phone, e-mail to process new part orders
- Work with customers to keep them informed on their order status
- Must be skilled in planning, organizing, and prioritizing customer needs
- Follows through to completion customer requests and inquiries, or matters involving active or new orders
- Understands and follows the company quality and safety requirements and follows the warehouse work and safety guidelines
- Hotline responsibility by answering in a rotation format phone calls, ship local parts and/or release global inventory shipments

### Requirements include:

- High School Diploma or Equivalent – Associate's Degree preferred
- Five+ years' experience in customer service experience
- Dependable and with good attendance
- Have a valid driver's license
- Ability to lift a minimum of 50lbs
- Travel domestically up to 20%
- Ability to work on multiple projects simultaneously
- Self-motivated and able to work independently to complete tasks but also Work effectively with other team members
- Excellent verbal and written communication skills
- Prior experience with order entry computer system
- Knowledge of Microsoft Office (specifically Excel) and Microsoft Navision preferred

### Benefits:

- Competitive salary commensurate with qualifications and experience
- Comprehensive benefits include medical, dental and vision insurance, 401(k) with company match, life, AD&D, LTD and STD insurance
- PTO and holiday programs
- Professional development / training including tuition reimbursement
- Flexible hours
- A new and dynamic work environment

Here's YOUR opportunity to capitalize on a genuine career opportunity! If you are a motivated, high energy individual who is looking to take the next step in their career, apply now! Feel free to use our online application:

<http://www.hennecke.com/us/company/career/application>

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