

ORGANIZATION: MFP AUTOMATION ENGINEERING  
POSITION: CUSTOMER SERVICE REPRESENTATIVE

## ONLINE LISTING

### JOB AD TITLE

Customer Service Representative (CSR)

### ADVERTISEMENT BODY

- **Top 30 distributor of motion control, fluid power and automation products**
- **Customer service role with excellent salary and strong support structure**
- **Must be prepared to travel to Hudsonville each day**

We're looking for an enthusiastic, friendly and talented person to become our new, full-time Customer Service Representative (CSR).

#### **Who is MFP?**

MFP is a leading USA distributor of motion control, fluid power and automation products. We provide a complete range of automation products and solutions to industry including pneumatics, hydraulic power units, custom manifolds, servo motors, motion control products and more.

Our extensive products and solutions coupled with an unbending commitment to customer service has made us a trusted name in the industry.

#### **What's on offer?**

- Health benefits
- 2 weeks PTO
- 2 weeks paid vacation
- Bi-annual performance reviews, with bonus potential up to 6%
- Career development opportunities and growth coaching

#### **What will I be doing?**

As our new CSR, you'll work at the frontline of our company, fielding inbound customer enquiries and orders.

Your communication skills will enable you to handle incoming calls, emails and requests, projecting a friendly, professional demeanor. And your organizational smarts will enable you to log and track the numerous requests we receive from our clients.

Your primary responsibilities will be to:

- > Respond promptly to customer requests
- > Manage customer open orders, track customer production, understand and respond to quality issues
- > Maintain records of interactions with customers

- > Coordinate with internal departments to find solutions and resolve matters
- > Monitor and follow up on open customer issues

### **The skills we need**

You will almost certainly have customer service experience (preferably in a similar industry) and the nous to quickly pick up our product and solutions portfolio. As too the ability to think on your feet and find fast resolutions to customer requests. You'll have natural confidence on the phone, and the smarts to guide people to the best solution when needed.

Other necessary traits include:

- Excellent people skills (written and verbal)
- Computer literacy
- Ability to document and follow procedures
- Attainment of high school diploma (business bachelor's degree a plus)

We will provide full training and ongoing support.

### **How to apply**

Please email Chelsea Nelson at [cnelson@mifp.com](mailto:cnelson@mifp.com) if this sounds like the role for you. Please include a custom letter explaining why you are the outstanding candidate for this role and a copy of your resume.

Good luck!

MFP is an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, protected veteran status or any other characteristic protected by law.