



MFP Automation Engineering
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April 17, 2023

Title: Customer Service Team Member

Status: Full Time, exempt / non-exempt

Department: Customer Service

Reports to: Customer Service Manager

Purpose of the Position: Customer Service team members are responsible for the daily interactions with customers on behalf of the organization. Team members work with customers to answer questions, solve problems, and maintain our company's reputation for high quality service.

Job Responsibilities:

- Ability to multitask, prioritize and manage time effectively.
- Coordinate vendor and customer resources to build relationships and support other departments.
- Ensure technical requirements for customers are satisfied.
- Highly motivated, productive and efficient.
- Ability to work independently as well as able to work as a team.
- Resolve customer product or service problems.
- Strong sense of urgency
- Customer service mindset
- Handling of high volume customer orders, quotes and returns.
- Manage high volumes of incoming phone calls.

Qualifications:

- High school diploma / or equivalent
- 5 years of customer service/sales experience (industrial fluid power experience preferred)
- Proficient in basic computer skills (Word, Excel, Outlook, etc...)

Critical Competencies: Excellent communication skills, work under high stress situations, teamwork, active listening, attention to detail, positive attitude.

Specialized Knowledges, License, etc.: None 'required' for the position.

Supervisory Responsibility: N/A

Working Conditions: Standard office / call center environment.

Contact: Email Kelly Shuck at kshuck@mifp.com resume and cover letter if interested.

Reviewed and Agreed Upon: _____