

Client Services Specialist Job Description

CCMI, Inc. excels in CNC machining, vacuum-forming, CNC cutting, and fabrication of plastics. CCMI, Inc. is currently seeking a full-time, reliable Client Services Specialist to add to our team. The ideal candidate possesses the abilities to work well with others, as well as to work independently, in order to build and maintain business relationships.

The Client Services Specialist (CSS) will work with clients on all of their needs in order to maintain consistent communication and accurate timelines for client satisfaction. The CSS will also assist with day-to-day business needs for the company, where applicable.

Responsibilities

- Respond to client inquiries via telephone and internet.
- Understand our clients' needs, issues, and priorities.
- Serve as the day-to-day point of contact regarding shipping and delivery.
- Responsible for driving operational excellence and improving client centric partnerships.
- Use best judgment and knowledge of strategic plans for each client to respond to requests for orders.
- Responsible for developing and maintaining pro-active business relationships with clients.
- Manage on time and on budget delivery for all incoming and outgoing products.
- Make suitable service decisions based on familiarity with business strategies and goals for each client and order.
- Manage client expectations by clearly communicating commitments to the client (i.e. delivery dates or problem resolutions) and by promptly updating the client with changes in status.
- Identify internal procedures that adversely affect client satisfaction and work with internal departments to improve for the future.
- Responsible for backlog growth in union with the sales team in order to obtain proactive bids into renewals, extensions, and project additions.

Skills

- Detail-oriented and multitasking abilities
- Good problem-solving skills
- Strong interpersonal communication skills
- Excellent organization
- Integrity and leadership skills
- Strong computer skills including but not limited to; QuickBooks, Google Sheets and Microsoft Office (Excel, Word, PowerPoint, etc.)
- Comprehends and can follow internal systems, related instructions and operational procedures

Additional Requirements

- High School Diploma (or Equivalent) Required
- Associate or Bachelor's Degree Preferred
- Knowledge of manufacturing is a plus
- Some physical requirements may be necessary

Pay will be based on previous experience and skill.

Typical business hours are Monday thru Friday 7:00am to 3:30pm.

To be considered, please send all resumes to dinah@ccmiplastics.com.

