



Open Position - Customer Service Coordinator

Basic Function: Responsible for processing and tracking parts orders for both internal and external customers. Must be customer-focused and project a positive, professional image for SencorpWhite. Must have excellent organizational skills and take direction well from supervisor.

About SencorpWhite: SencorpWhite is an industry-leading designer and manufacturer of advanced logistic systems, thermoformers, sealing machines, and inventory management software. We offer customized solutions with in-house engineering, design and manufacturing capabilities, on-site maintenance, and service with field service engineers located throughout the United States.

Primary Duties and Responsibilities:

- **Parts**
 - Process incoming parts orders from internal and external customers via email, phone call and website inquiry.
 - Enter orders daily and track orders from receipt to shipment to delivery.
 - Track backlog and escalate priority orders.
 - Collaborate and communicate with production, purchasing, and engineering to facilitate accurate and on time delivery of information and shipments to customers.
 - Monitor orders, backlog, credit status and production delays to proactively advise order delays to customers internally and externally.
 - Oversee and RMA related processes and highlight data on repeat failures.
 - Access equipment manuals and drawings to assist customers in identifying components needed.
- **Additional Duties**
 - Maintain service department records including current & historical purchase orders, sales order acknowledgements, pick list/shippers, on-site service reports, and invoices.
 - Prepare reports for management using data from MRP and Excel as needed.
 - Research and respond to customer inquiries regarding invoices, or other administrative issues.
 - Answer departmental phones as required and dispatch calls to within the department or company.
 - Perform other duties as assigned.

Education and Experience:

- 2+ years of administrative experience.
- Microsoft Word and Excel experience.
- Salesforce experience.
- Excellent communication, organization, and time management skills.
- Demonstrates a professional demeanor with internal and external customers.
- Demonstrates a positive attitude.
- Overtime may be required to meet customer needs.

To Apply: To refer a candidate logon to ADP and go My Quick Links Career Center on the home page or [Click Here to Apply](#)

****\$500 Referral Reward for this Position****