

JOB CLASSIFICATION

CUSTOMER PRODUCT MANAGER

Summary: Responsible for providing effective customer service for assigned accounts by performing the following duties:

Duties and Responsibilities

- Receive, review, and process customer orders/changes/returns according to established departmental policies and procedures
- Confers with staff and assists to coordinate activities of project to ensure project progresses on schedule
- Reviews status reports and modifies plans as required
- Prepares project reports for management, customers, and others
- Effectively communicate the status of new and existing sales orders with customers, sales reps, and others
- Proactively ask questions and research information that increases customer satisfaction
- Work with finance/accounting to resolve disputed credit items
- Provide timely feedback to the company regarding customer concerns or service failures
- Partner with sales to meet and exceed customer's service expectations
- Responsible for data accuracy and quality of own work
- Adhere to established company policies and procedures paying special attention to safety regulations
- Perform other related duties as appropriately assigned or requested

Information/Directions From:

- Quality Manual
- Standard Operating Procedures
- Departmental Work Instructions
- Customer Portals and/or Documentation
- MRP System
- Manager's Instructions
- Arc-Tronics, Inc. Employee Policy Manual

Job Qualifications Requirements:

Knowledge/Skills/Certification/Training:

- Basic math skills (addition, subtraction, multiplication, division, decimals)
- Basic computer skills; MS Office (Word, Excel, Outlook); Accurate data entry
- Must possess solid analytical skills in forecasting and anticipating production requirements and capabilities
- Sound verbal and written communication skills; must be able to read, write and understand routine reports, follow verbal and written instructions, and speak effectively
- Demonstrate organizational skills, with the ability to handle and prioritize multiple projects simultaneously in a timely manner in a fast-paced environment
- FOD Training
- HazCom (Safety) Training
- ITAR Training
- Sexual Harassment Training
- ESD Training

Education/Experience Required:

- Bachelor's Degree in related field and 2 years of experience in sales or customer service; or equivalent combination of education and experience such as a broad manufacturing and/or customer service background of 3 to 5 years experience