Internal English (US)

Ohly has a great opportunity for Customer Service Representative to join our team in Westchester, IL.

The **Customer Service Representative** is responsible for duties as described below.

In this exciting role you will:

- Enter and prepare customer orders for warehouse picking, including domestic and international shipments. Including but not limited to being point contact for order placement & revisions, inventory availability, issue resolution
- Validate inventory availability, customer and internal codes, shipping modes, and special instructions.
- Prepare and send necessary paperwork, including Bills of Lading, Commercial Invoices, labels, and international customs documents.
- Communicate with internal teams and customers regarding orders and resolve any disputes or issues.
- Generate and send invoices, credit, and debit notes.
- Negotiate freight costs with freight forwarders and work with carriers on freight claims (for international shipments); file damage claims if necessary
- Collaborate with internal teams to resolve quality inquiries, product availability issues, and other customer-related matters.
- Maintain accurate customer files and database information.
- Coordinate with team members to ensure exceptional customer service during periods of absence.
- Perform other duties as assigned by management.

You should have:

- High school diploma or equivalent.
- 2 years administrative sales / operations or customer service experience in a manufacturing environment.
- Excellent interpersonal communication skills.
- Excellent Microsoft Office skills
- Ability to remain discreet regarding customer account information along with confidential information
- Ability to analyze inventory and/or discrepancies
- Ability to understand debit & credits
- Organization and precision to maintain customer accounts and order entry
- Adaptability to change, flexibility with day-to-day workload & time management, reliability, ability to work as a team and independently

Nice to have:

- ERP / warehouse management system experience preferred. [D365, Sugar CRM a plus]
- Familiarity with Export documentation
- Understanding of Incoterms and Harmonized Tariff codes

You are interested in this position? Then we look forward to receiving your application.