

Internal Job Posting May 22, 2024

Job Title:	Customer Service Representative	Job Department:	CS
Location:	Sheboygan Paint Company - Wisconsin	Travel Required:	0%
Reports To:	Senior Customer Service Manager	Position Type:	Hourly

About Us

Sheboygan Paint is a Privately Owned, General Industrial Paint Manufacturer, with national paint distribution capabilities and a diverse compliant product portfolio. Established in 1921, Sheboygan Paint Company is ranked 20th of US Paint Companies and excels at manufacturing innovative coating solutions. We are implicitly trusted and rewarded for adding premium value to each targeted customer’s industrial coatings process and aim to be the most recognized family-owned industrial paint company in America.

Job Purpose

The Customer Service Representative (CSR) is the in-house contact for our accounts. The primary purpose of this position is to assist the sales team in servicing customers. The CSR takes ownership of all phases of the order fulfillment process and is responsible for communicating expected order fulfillment dates to our customers.

Primary Duties and Deliverables

- Order fulfillment for assigned customers following Sheboygan Paint Company guidelines, including those for same-day shipments, as required.
- Follows Customer Service processes and procedures, offers opportunities for improvement, as necessary.
- Create new customer records and maintain existing customer records as needed.
- Verify adequate inventory levels to fill orders and schedule delivery of the orders.
- Work with production and transportation as needed to meet delivery dates and ensure customer satisfaction.
- Ensure customer complaints regarding product or service issues are properly documented, communicated, and resolved.
- Practice attentive and active listening to ensure successful interactions with internal and external customers.
- Work closely with the Sheboygan Paint Company transportation department to ensure proper shipment and delivery of customer orders.
- Update and distribute customer requested forms as requested, ie: stock availability sheets, Safety Data Sheets, etc.
- Work with freight carriers to track lost and/or late shipments.

Secondary Responsibilities

- Work with other staff members to maintain workload balances; provide back-up support as necessary.
- Supports effective communication with all Sheboygan Paint Company departments where responsibilities overlap to ensure success of team.
- Complete special projects as assigned by Customer Experience Manager.



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Preferred Qualifications

- High School Diploma/GED required (Associate/College degree in a business-related field strongly preferred)
- Strong computer skills and knowledge of Microsoft Office Suite required.
- Excellent written communication and phone etiquette required.
- Ability to manage time effectively, prioritize multiple tasks, and transfer verbal/written information to others accurately.
- Must be trustworthy, detail orientated and able to work in a fast-paced environment.
- Previous customer service experience with a high level of customer focus is preferred.
- Must have communication and interpersonal skills, along with the ability to read, write, and speak English.

Primary Work Location

- Sheboygan, Wisconsin

Contact: Esmeralda Garibay, Human Resources Manager, egaribay@shebpaint.com