



Internal Job Posting - Customer Service Specialist

The general responsibilities of this role are as follows:

- Receive customer orders for products and address any changes in product orders
- Ensure contract adherence when taking customer orders and notifying Sales Managers when orders are not in compliance
- Setting daily production shipping schedule based on orders received, customer needs and trucking availability; updating the order planning schedule on SharePoint for logistics, sales teams and production to review.
- Adjust shipping schedules as needed, and then coordinate new schedules with Logistics team and customers
- Updating and maintaining electronic information in the MAS 500 system and utilizing the system to produce the follow documents including, but not limited to:
 - Sales invoices
 - Daily production shipping schedules
 - Updating information in the system regarding orders and their progress
 - New customer information
 - Customer database information
 - Assisting management by creating special reports and providing data regarding goods and services purchased, orders in transit and orders received but not yet shipped
- Processing customer feedback, including helping resolve issues in a timely manner
- Maintaining excellent customer relations with all Trinity customers and suppliers. Must inform management when special circumstances or needs from customers may require management intervention or action

Required: High School diploma, three or more years of industrial operations, /maintenance, or customer service work experience. Excellent written and verbal communication skills. Desire to provide exceptional customer service.

Preferred: Associates degree in Business Administration or an equivalent combination of education and/or training. Related work experience may be substituted for education and training requirements.

Please apply by sending your resumes to Shannon Pate at spate@trinitymfg.com.

HR Manager