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Customer Service Representative

Description

Customer Service Representative

We are seeking a motivated and detail-oriented Customer Service Representative to join our team. This position plays a key role in supporting customer relationships, managing orders, and coordinating communication between customers and internal departments to ensure smooth operations and exceptional service.

Company Overview:

Metals Engineering is a certified heat treatment company with over 50 years of experience serving customers across multiple industries. With locations in Green Bay and De Pere, Wisconsin, we take pride in delivering exceptional quality, fast turnaround times, and reliable service.

We offer a **full-time, direct hire** opportunity with **competitive pay**, and **comprehensive benefits package**.

Responsibilities

Essential Functions:

- Enter customer orders accurately into ERP software.
- Prepare shipping documents and billing paperwork upon order completion.
- Act as the primary point of contact to resolve product or service issues by coordinating with production and quality departments.
- Develop and maintain strong customer relationships by understanding their needs and providing updates on scheduling and production.
- Participate fully in the mission, vision, and values of Metals Engineering.
- Promote and adhere to all company safety policies and procedures.

Qualifications

Knowledge, Skills, and Abilities:

- Must be at least 18 years old with a high school diploma or equivalent.
- 1–2 years of customer service experience preferred (manufacturing industry experience a plus).
- Proficient in Microsoft Office applications, with at least 3 years of experience using Excel, Word, and Outlook.
- Minimum typing speed of 50 WPM required.
- Strong organizational, time management, and communication skills (verbal and written).
- Desire and willingness to grow both personally and professionally.

Job Benefits

- Health, Dental, Vision Insurance
- 401K 3% Match
- PTO/Vacation and Holiday Pay

Hiring organization

Metals Engineering

Employment Type

Full-time

Industry

Manufacturing

Job Location

1883 Commerce Dr., 54115, De Pere, Wisconsin

Working Hours

7AM-4PM

Base Salary

\$ 19.00 - \$ 21.00

Date posted

October 30, 2025

Valid through

30.11.2025

Contacts

If you have any questions contact Bill Sarver at 920-339-8590