763-546-5998
Fax 763-546-5214



13300 6th Avenue North
Plymouth, MN 55441

Customer Service Representative

Are you a successful Customer Service Representative looking for a new and exciting opportunity? Do you have experience in a project management role, inside sales, or customer service? Then the Customer Service Manager position with Electro-Mechanical Industries, Inc. (EMI) is the perfect opportunity for you. We are a family owned, custom manufacturer of electrical power distribution equipment located in Plymouth, MN. The company, with 45 years of steady growth and product innovation, provides products and services to commercial and industrial customers throughout the US.

The Customer Service Representative will provide the necessary planning and coordination to ensure the completion of project(s) that meet or exceeds the customer's requirements. The Customer Service Representative will accomplish this by setting deadlines, following up on order fulfillment priorities, handling post sales issues, administering the CRM system, and monitoring and summarizing the progress of the sales orders in coordination with members of the EMI Sales, Engineering, Scheduling and Production teams.

The Customer Service Representative is a full-time exempt non-Union position and reports to the Sales Manager.

Essential Job Duties:

- Utilize ERP system for order intake, scheduling, and customer requirements to ensure orders are fulfilled timely and accurately.
- Assist customers with documentation requests promptly and accurately.
- Coordinate and fulfill any field service requirements.
- Manage and effectively implement customer change orders, or internal change orders whenever necessary.
- Proactively provides feedback to sales on capabilities associated with equipment, processes, and timelines.
- Support outside sales reps with ongoing project communication to customers, company production control, Purchasing, Quality and Engineering.
- Communicates closely with Engineering and Production Scheduler regarding customer requirements and timelines.
- Work closely with operations on project timelines to meet or exceed the customers' expectations.
- Interfaces with customers, sales, and operations to ensure end user needs are on time and on budget.
- Monitors project progress for correction and changes as necessary to support customer needs.
- Identify and resolve problems, gather and analyze information, develop and work on resolutions to complete projects.
- Communicate with the shipping department to ensure accurate and timely delivery of products to the customer.

763-546-5998
Fax 763-546-5214



13300 6th Avenue North
Plymouth, MN 55441

- Manage product/order performance issues. Track warranty claims and customer complaints: follow through until proper root cause is identified, correction action is complete, and preventative improvement is implemented (as needed).
- Participates in resolving customer issues and acts as a liaison in resolving customer complaints.
- Assures company metrics and goals associated with sales orders are met.
- Foster teamwork and collaboration within EMI and adapt to varying team dynamics.
- Participate in the development and implementation of project management tools, processes, and best practices.
- Communicate with suppliers and purchasing department to ensure accurate and timely delivery of components.
- Serve as administrator for CRM system.
- Update quoting tools and quote processes, as necessary.
- Assist with picking parts for custom orders from inventory and preparing orders for shipment.
- Other duties as assigned.

Education and Experience:

- High school diploma required, college degree preferred.
- 2 years minimum experience in manufacturing, customer service, or a technical role preferred.
- Inside Sales, Customer Service, or technical sales representative experience preferred.
- 1-2 years' experience working within an ERP system preferred.

Competencies:

- Excellent interpersonal, presentation, and communication skills (verbal & written).
- Must know, understand, and can implement all aspects of a project, from purchase order through delivery, including the basic knowledge of the installation of the product.
- Ability to multi-task in an environment of competing priorities.
- Must be familiar or willing to learn the manufacturing processes.
- Keen understanding of the customer's requirements and how to analyze and implement actions to resolve problems.
- Ability to interface with purchasing, production, engineering, and management.
- Strong interpersonal skills to support leadership and management.
- Must have the ability to remain calm and professional in stressful situations.
- Highly organized with attention to detail.
- Must be a team player.
- Reliable attendance.
- Basic mechanical and electrical knowledge is a plus, but not necessary.

763-546-5998
Fax 763-546-5214

13300 6th Avenue North
Plymouth, MN 55441

Work Environment: Work performed primarily in an office setting, with minimal noise and occasional "on the shop floor" exposure.

Work hours: Typical office hours of this position are M-F from 7 am – 4 pm, however to complete job duties and deadlines, this position my require hours outside the typical office hours.

Physical Requirements:

- Regularly required to sit/stand/walk and bend.
- Must be able to lift up to thirty (30) pounds.
- Must be able to climb, stretch, and maneuver on ladders.
- Must be able and willing to travel to job sites, approximately 5% of the time. Hours may be outside of the regular business hours. Valid driver's license or reliable transportation required.

Salary and Benefits: The base salary range for this position is $57K-$70K annually. EMI offers employee benefits including medical, dental, life insurance, long term disability, 401k & matching, voluntary Aflac benefits, paid vacation, employee safe and sick time (ESST), and paid holidays.

To apply for this position, send your resume and salary requirements to: Human Resources @ careers@e-m-i.com .