



Customer Service Manager – Greensboro, North Carolina

Are you an individual that can be described as an energetic leader, willing to step in and be a team player as needed? Would you thrive in a fast-paced, multi-faceted industrial environment? If so, the Customer Service Manager position could be the right fit for you! We are a customer-focused organization, and we are seeking someone with sharp attention to detail, along with excellent communication and organization skills. The Ionbond Customer Service Manager works side-by-side with the Plant Manager, Sales Manager and Production Manager to provide the best service to our customers. This position reports directly to the Plant Manager of the Greensboro Coating Center.

Ionbond – The Surface Engineers™

Ionbond provides advanced coating solutions for applications in the aerospace, medical, food contact, automotive, decorative, tooling and fuel cells industries. We offer a broad range of hard, low-friction, wear-resistant coatings based on PVD, PACVD and CVD technologies.

With 34 job coating centers in 15 countries in Europe, North America and Asia, Ionbond has one of the largest coating networks in the world. Ionbond is part of renowned Japanese industrial consortium IHI Group.

What defines this job?

- Responds to customer inquiries and provides verbal and written quotations to current or prospective customers.
- Assists in the production scheduling process by working closely with the management team to ensure on-time delivery.
- Ensures customer communication related to order status, quotes and various inquiries are completed in a timely manner.
- Reviews orders for accuracy, prepares orders for processing, complete ERP order entry per customer specifications and ensures that job orders are dispatched to production in an expedient manner.
- Maintains overall invoicing and customer files.
- Work closely with credit/collections staff as needed including new customer set up, establishing credit lines, order credits, outstanding invoices, etc.
- Keeps management informed of important developments, potential problems, and related information as necessary.
- Oversee the shipping/receiving team that processes the incoming and outgoing orders according to customer instructions or preference
- Other duties as assigned

What do we offer?

Our employees are our single most valuable assets! We strive to make Ionbond a great place to work including:

- Diverse work environment where we embrace teamwork and innovation that drives us towards new applications and customer service excellence
- Competitive compensation package; salary based on experience and educational credentials
- Medical, Dental, and Vision benefits with affordable premiums and annual deductibles
- Flexible spending accounts (medical, dependent care)
- Life insurance
- Short-term & long-term disability
- Employee assistance program
- Generous Paid Time Off
- Tuition Reimbursement
- International and local growth opportunities
- 401k Safe Harbor Retirement Account plus company match
- Group bonus plan eligibility

What do we ask?

The preferred candidate will have earned a degree from an accredited college (preferred); High School diploma is required minimum education. Three to five years' experience working in an industrial or manufacturing environment with technical sales and/or customer service experience. Experience working with Business Central (ERP) is preferred. Possess outstanding customer service skills and the ability to go above and beyond to meet or exceed customer expectations. Strong communication skills; both verbal and written. Proficient in Microsoft Office and basic office tools such as the internet, PCs, email, etc. Strong work ethic, attention to detail, organization, and time management skills. Able to work core business hours on-site that reflect the hours of our customers. Display high levels of energy and professionalism. Candidate must be eligible to work in the United States, undergo criminal background check, and pass a pre-placement physical.

Interested in this job?

Please upload your resume and optional cover letter to this site: <https://www.indeed.com/cmp/Ihi-Ionbond-Inc.-1>

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