



## Customer Service Manager – Madison Heights, Michigan

Are you a dynamic and energetic leader who thrives in a fast-paced, industrial environment? Do you excel at building strong relationships, staying organized, and jumping in as a team player when needed? If you're looking for a unique and challenging opportunity, we want to hear from you! Ionbond is a customer-focused organization, and we're seeking a Customer Service Manager with excellent attention to detail, outstanding communication skills, and a passion for delivering top-tier service. In this role, you will collaborate closely with the plant management and sales to ensure our customers receive the best possible experience. This position reports direction to the Plant Manager at our Madison Heights Coating Center and plays a key role in driving operational excellence and customer satisfaction.

### 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?

- Lead the Shipping and Receiving/Delivery personnel to ensure all department functions including training, coaching, and employee development.
- Build and retain customer relationships by providing excellent service related to regarding ordering, pricing, delivery, etc. and respond to routine questions.
- Oversee and participate in the overall department functions to ensure proper coating specifications, purchase orders, and special instructions are included with incoming and outgoing orders.
- Establishing production schedules; monitoring the status of customers' orders and expected shipping dates. Alert local team of any issues that may impact the organization's ability to effectively serve its customers.
- Liaise with Sales Managers, Production Management, and Regional Staff to ensure that proactive and proper communication is provided to current and prospective customers.
- Work closely with management and engage the team to develop continuous improvement and 5S Program in the facility for the day-to-day responsibilities by maintaining a safe and neat work area established by corporate safety regulations
- Other duties assigned

#### What do we offer?

Unleashing potential is at the core of our approach. We provide a dynamic environment that opens doors to both international and local growth opportunities, helping you reach your full potential. Here's what you can expect from being part of our team:

- 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. Five+ years' experience working in an industrial or manufacturing environment with technical sales and/or customer service experience. Five+ years' experience in team management/leadership. 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, driving record check and pass a pre-placement physical.

#### Interested in this job?

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

For our Privacy Policy for Job Applicants please click [here](#).