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Contact Information:

Michael Hachee

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DUTIES AND RESPONSIBILITIES

- Schedule orders, including resolving purchase order discrepancies and communicating changes.
- Implements changes to sales orders.
- Reviews engineering change notices (ECNs) on orders in process and notices customer.
- Reviews product returns for quality assurance, communicates with customer and creates replacement order, if necessary.
- Communicates with the customer during the placement and acceptance of the order.
- Trains new Customer Service Representatives.
- Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

None

EDUCATIONAL AND OTHER SKILL REQUIREMENTS

Associate's degree (A. A.) or equivalent from two-year College or technical school; or 2-3 years of Customer Service experience with a Tier-1 Automotive supplier. Or equivalent combination of education and experience. Candidate must possess excellent communications skills both written and verbal and have very good Data Mining abilities. Must be able to work independently or within a group setting and have above average Microsoft Word/Excel capabilities.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to talk or hear. The employee is occasionally required to stand and walk.

V. WORKING CONDITIONS AND ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

*The above job description is a broadly based description and is not intended to contain all specifics of a particular job. This description is not a contract for employment. It does not include all aspects of the position such as potential duties assigned by supervisors with the requirement for flexibility in helping others for the company's overall benefit.

Physical Demands: **Check** the appropriate box to indicate physical demands for this job.

Amount of Time spent:				
	None	Amount up to 1/3	1/3 to 2/3	More than 2/3
Stand		X		
Walk		X		
Sit				X
Climb or balance	X			
Stoop, kneel, couch, or crawl		X		
Push, Pull		X		
Reach with hands and arms		X		
Bend, twist, squat		X		

Does this job require the use of:				
	None	Amount up to 1/3	1/3 to 2/3	More than 2/3
Use of ladders	X			
Stairs, climbing	X			
Work on platforms	X			

Lifting / how much how often:				
	None	Amount up to 1/3	1/3 to 2/3	More than 2/3
Up to 10 pounds		X		
Up to 25 pounds	X			
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

Does this job require the ability to use:				
	None	Amount up to 1/3	1/3 to 2/3	More than 2/3
Power tools	X			
Manufacturing equipment	X			

Use of personal protective equipment (PPE)			X	
Fine manipulation	X			
Office Equipment:				X
Typing/Keyboarding/Data Entry				X
Computer / Calculator				X
Other Specify	X			

Does this job require reliable attendance and punctuality?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does this job require shift work?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
What is the amount of Travel required for this job?		
Less than 25%	25%-50%	50%-75%
X		
Does this job require mobile equipment certification?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Working Conditions: Check as needed: Specify additional conditions if needed

	Very quiet (Forest trail)	Quiet (library/private office)	Moderate noise (business office)	Loud noise (metal manufacturing)	Very Loud Noise (jack hammer)
Noise Levels			X		
	Extreme cold (non weather)	Extreme Heat (non weather)	Moderate temperature	Severe hot weather	Severe cold weather
Temperature			X		

Note: If employee will be working in extreme heat, then must meet the requirements of the Heat Stress Medical Evaluation

	Ability to Adjust Focus (ability to adjust the eye to bring an object into sharp focus)	Close Vision (clear vision at 20 inches or less)	Distance Vision (clear vision at 20 feet or more)	Color Vision (ability to identify and distinguish colors)	Peripheral Vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)	Depth Perception (three-dimensional vision, ability to judge distances and spatial relationships)
Visual Acuity	X	X	X	X	X	X