**Molten Metal Equipment Innovations, LLC.**

**JOB DESCRIPTION**

**Job Title: Customer Service & Office Administrator**

**Reports To: Domestic Sales Manager**

**FLSA Status:** Non-Exempt

**Essential Duties and Responsibilities:**

* Order Processing; Receive, confirm and process all incoming orders. This entails attention to detail and comprehensive understanding of parts and part numbering system.
* Assist customers with order tracking.
* Respond to all customer inquiries in a timely manner.
* Schedule daily freight carriers for customer orders.
* Invoicing for all orders including down payments and standard invoicing.
* Printing daily cash receipts and handling collections.
* Arranging outgoing International shipments to include export documentation.
* Answer all incoming phone calls.
* Order and maintain all office supplies.
* Coordinate with outsourced HR department on new hires.
* Coordinate office cleaning personnel.
* Organize and execute all company functions (picnics, parties, lunches, etc.)
* Perform all other duties as assigned.

**Competencies:**

* Language - Must be proficient in English. Reading, comprehending and understand the English language.
* Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
* Customer Service - Refers to the ability to satisfy the expectations and requirements of customers. Displays courtesy and sensitivity and responds promptly to service requests. Identifies customer needs and explains services clearly. Handles difficult situations.
* Must be extremely detailed oriented and organized. Multiple projects, orders, and constant phone interruptions are a common occurrence and must be systematically dealt with in an expedient and efficient manner.
* Ability to memorize part numbers and have the ability to retrieve and know these at a moment’s notice.
* Time Management - Uses his/her time effectively and efficiently. Values time. Concentrates efforts on the more important priorities. Gets more done in less time than others. Can attend to a broad range of activities.
* Ability to work well with a variety of other people including sales personnel, customers, engineers, production, and others.

**Experience and Requirements:**

* Proficient in the Microsoft Office Suite.
* General computer skills.

**Physical Demands:**

While performing the duties of this job, the employee is frequently required to stand and walk. The employee must on occasion lift, push, pull, and/or move up to 45 pounds. The employee must be capable of bending, reaching, crouching, and climbing.

**Work Environment:**

The employee may be exposed to extreme hot or cold temperatures, heights, and loud machinery or equipment.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability, and physical demands required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Compensation:**

$15.50-17.50 per hour, commiserate with experience

**Benefits:**

After 90 days, eligible for paid holidays, accrual of vacation time, healthcare benefits and 401k with company match.