

## **CUSTOMER SERVICE REPRESENTATIVE**

Unicorr Packaging Group, a family-owned leading manufacturer of corrugated and protective packaging, seeks a self-motivated and highly energetic Customer Service Representative in Marlborough, MA at Massachusetts Container. This is an exciting opportunity for an individual who is a great communicator, problem solver and enjoys helping others.

### **Position Summary**

The Customer Service Representative is an extension of the sales team and will be responsible for supporting assigned customer accounts. The representative must assist sales by maintaining accounts and developing strong customer relationships to support and promote current and future business opportunities. The representative must uphold the very highest level of professionalism and customer service.

### **Responsibilities:**

- Overseeing and managing customer accounts
- Primary contact for outside sales representatives
- Internal and external phone contact with customers, vendors and outside sales representatives
- Obtaining quotes and order entry for customers
- Responsible for direct quoting of customer jobs
- Provides prompt responses and follow up to customer inquiries for pricing, delivery, and complaints
- Responsible for purchasing materials and inventory management
- Work directly with production, scheduling and shipping/receiving departments internally and externally to meet customer's expectations for pricing, delivery, and quality
- Maintain a positive work atmosphere by behaving and communicating in a manner that gets along with customers, vendors, co-workers, supervisors/managers, and salespeople
- Additional activities to facilitate excellent customer relationships and support effective manufacturing and shipping operations

### **Knowledge and Skills**

- Commitment to outstanding customer service and an ability to operate with the customer's best interest in mind
- Excellent phone etiquette and courtesy, professional communication and customer relationship/service
- Ability to multi-task, prioritize work effectively and work in a fast paced environment with competing priorities and a demanding customer base
- Strong organizational skills
- Detail oriented
- Problem solver and self-sufficient
- Effective internal and external communication skills including oral, written and active listening
- Excellent interpersonal skills
- Sense of urgency to answer customers and solve customer problems
- Ability to calculate figures and amounts such as discounts and volume
- Driven and enjoys working hard

### **Qualifications**

- A minimum of an Associate's degree (A. A.) or equivalent from two-year college or technical school is required. A Bachelor's degree is preferred
- Customer Service and inside sales management experience
- Work experience up to three years in a manufacturing/production environment
- Corrugated/Packaging experience preferred, but not required

- Strong computer skills, specifically in MS Office (Outlook, Word, Excel)

### **Physical Requirements**

In order to successfully complete the essential functions of the position, the candidate may be required to travel to and tour customer facilities, remain in a stationary position in an office setting, communicate verbally with co-workers and customers both in person and on the phone, visually evaluate customer specification documents to ensure accuracy of product delivery, and move, position, and/or transport products and supplies weighing up to 25 lbs. which may include stooping or bending. Candidate will occasionally be required to move, position, and/or transport products and supplies weighing up to 50 lbs. which may include stooping or bending.

### **Compensation and Benefits**

Unicorr Packaging Group offers an impressive compensation, benefit and expense package including health, dental and vision, 401(k) Plan, and much more.

### **About Us**

Unicorr Packaging Group is a family owned and operated business that has been incorporated since 1946. Experience, expertise and value-added services have made us the preferred supplier to hundreds of customers regionally, nationally and globally. Our customers range from the high tech and medical industries to food and beverage companies.

Unicorr has distinguished itself by its integrity and its manufacturing, design and service excellence, being among the largest converters of corrugated products and protective packaging in the Northeast. Practicing lean thinking to promote efficiency, sustainability and the elimination of waste along with a customer-partnership philosophy, has led to Unicorr's success and growth.

For additional information on Unicorr Packaging Group, please visit our website at [www.unicorr.com](http://www.unicorr.com). Unicorr Packaging Group is an Equal Opportunity Employer.