

CAREERS IN CORRUGATED: CUSTOMER SERVICE REPRESENTATIVE

Executive summary:

The Customer Service Representative (CSR) keeps work flowing smoothly through the box plant, taking customer orders, processing them and making sure that the customer is satisfied at all times. CSRs need to be well organized, detail-oriented and able to jump from one task to another – it's a great career for men and women who enjoy being challenged each working day!

“It's basically from beginning to end... from the design process to quoting to approvals and finally to entering the order and following through to make sure the order's delivered in a timely manner.”

Letty Onate, CSR, Batavia, IL box plant

CSR responsibilities with customers:

- Project pricing/ provide quotes to customers
- Project scheduling; establishing delivery time and tracking
- Responding to customer questions/ complaints and follow-up with plant personnel as needed
- Fax confirmations to customers
- Process purchase orders
- Coordinate accounting credits
- Process billings

CSR responsibilities within the box plant:

- Internal scheduling (with sales/ production)
- Timely ordering of materials/ supplies for production
- Track warehouse items to ensure availability
- Analyze monthly warehouse item usage and restock
- Follow-up and confirmation of orders
- Selection of outside suppliers
- Maintain customer files
- Process new orders
- Record and distribute customer order changes
- Additional duties as assigned by management

CSR project responsibilities:

- Project status reports
- Process billing
- Working with suppliers
- Confirming production specs
- Ensuring delivery date is known internally and followed
- Handling customer questions/ complaints

CSR skill sets:

- Excellent verbal and written communication
- Basic math skills including the ability to add, subtract, multiply, divide in all units of measure and compute rates, ratios, percentages and calculate figures and amounts such as discounts, costs, proportions and volumes
- Good organizational skills
- Ability to apply common sense in carrying out instructions in written, verbal and diagram (graphic) form
- Multitasking ability to solve various problems and deal with a variety of situations in which little detail or standardization exists
- Ability to read and interpret documents such as sales reports, operating instructions, training and procedure manuals
- Ability to write routine reports, correspondence and emails

CSR education/ experience:

- High school diploma or equivalent
- Some college or technical coursework

Preferred candidates have:

- Experience in a manufacturing environment
- Corrugated industry experience

Technical skills required:

- Application knowledge of computer data entry
- Application knowledge of products and production processes
- Quality standards – both ISO and QS

“I took packaging courses in school and that sparked my interest, but once I got here, that's when I really started learning.”

Kelly Colson, CSR, Modesto, CA box plant

Skills needed for advancement include:

- Excellent customer service
- Basic knowledge of corrugated manufacturing processes
- Understanding of office procedures
- Job-related math skills
- Communication skills
- Ability to make sound judgments

“I've been here three years and this is my third job title...so the faster you can learn, the faster you can grow along with the company.”

Anthony Anчета, CSR, Pico Rivera, CA box plant.