

Employment Opportunity

Customer Service Representative

Thiele Kaolin Company, a leading provider of tailored mineral solutions, is currently recruiting for a Customer Service Representative. This position is located in Sandersville, Georgia.

MAJOR DUTIES:

- Develop and maintain good relationships and communication with customers
- Set up new customers and maintain customer accounts in ERP System
- Process orders, invoice, and prepare related documents for export accounts as assigned
- Maintain communication with freight forwarders
- Obtain bookings with ship lines through freight forwarder
- Maintain customer order files
- Maintain booking details in AX
- Communicate with operations to schedule shipments for customers
- Backup for processing domestic orders
- Check/approve and distribute bills pertaining to export forwarding
- Enter electronic Customer Contract Reviews
- Track and monitor rail shipments

SKILL REQUIREMENTS AND QUALIFICATIONS:

- Four-year college degree from an accredited institution is preferred
- Excellent communication skills (written and verbal), excellent telephone etiquette & attention to detail
- Good organization, prioritization, & problem-solving skills
- Proficiency with Microsoft Office Programs including Excel, Word, etc.
- Good knowledge and ability to use an Enterprise Resource Management System

Thiele offers excellent pay and a comprehensive fringe benefits package. This package includes medical and life insurance, dental, vision, sick pay, LTD, paid vacation and holidays, 401K, and educational assistance. Qualified candidates should email a resume to careers@thielekaolin.com. **Please note “Customer Service Representative” in the subject line.**

Any job offer will be contingent upon the successful candidate passing a physical exam, including a drug screen and a background check as warranted.

Thiele Kaolin Company is an Equal Opportunity Employer.

Thiele Kaolin Company is a Drug Free workplace.