

## Customer Service Coordinator – Jagemann Precision Plastics

**Location:** Murfreesboro, Tennessee

**Industry:** Manufacture of Plastics

**Type:** Fulltime

Jagemann Precision Plastics, a premier manufacturer of plastic injection moldings located in Murfreesboro, TN. Family owned since 1946, we pride ourselves on offering a climate controlled environment, a culture of continuous improvement, a relaxed work environment with supportive management, and flexible policies.

Our fast-growing, technologically-driven manufacturing area is seeking a Customer Service Coordinator. This position will provide the successful candidate with the chance to apply their knowledge, learn new skills and work as a team within a clean and safe environment. The ideal candidate for this role has experience in the manufacturing sector, pays strong attention to detail and is committed to workplace safety.

### **Major Function:**

Functions as an effective member of the Customer Service and Sales Team with responsibility for providing full service to JPP customers. Serves as the account coordinator for customers and assumes account ownership with primary responsibility for daily customer needs, internal sales support and cross-functional service problem solving. Manages orders, customer master files, item master files, pricing files, sales forecasts etc. through automated system proficiency.

Provide direct link and point of interface for assigned customers to: place parts orders, request and receive price quotations for quantity adjustments, adjust existing orders, coordinate parts shipments, coordinate due dates, investigate order status, and report or alert customer to potential shipment or delivery date problems.

Involves direct and proactive coordination with other business resources includes a requirement to accurately "track" customer requirements with continually changing conditions dependent on customer needs and production requirements. Requires the development and maintenance of detailed records reflecting historic, current and adjusted status of production and shipments against the order.

Must exercise excellent telephone, interpersonal, listening and communication skills (verbal and written). Should possess a solid understanding of general business principles and be able to perform in a self-motivated, organized, disciplined, assertive, flexible, diplomatic and professional manner. PC expertise in various Windows based software programs helpful. Multi-lingual ability not required, but considered a plus.

Jagemann offers an excellent benefits package: **NO WAITING for benefits. ALL available day one of employment**

- Choice of Medical plans
- Dental and vision plans
- Company paid short term disability – 80% of base
- Company paid long term disability
- Company paid term life insurance
- Flexible spending accounts
- Additional voluntary term life available
- Roth and traditional 401(k) plan
- Vacation awarded immediately upon hire
- 10 paid holidays
- 7.5% shift differential for 2<sup>nd</sup> and 3<sup>rd</sup> shifts
- Additional earned vacation for 2<sup>nd</sup> and 3<sup>rd</sup> shifts
- Education assistance plan
- Career development and progression
- Flexible, employee-friendly policies and work environment

**Starting base is dependent on skills and experience.** Manufacturing experience and a solid attendance record is desired. Interested candidates should send a resume to [ROFarrell@jagemann.com](mailto:ROFarrell@jagemann.com) or click on [Jagemann Precision Plastics Employment Application](#) on our employment web page.

*Jagemann Precision Plastics is an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national or ethnic origin, sexual orientation, gender identity or expression, age, disability, veteran status or other characteristics protected by law.*

