



We are seeking a **Customer Service/Sales Professional** as part of our management team. The candidate is the contact person for all customer inquiries for our 3-shift sectional warping operation. Responsibilities are handling of the quotation process and follow the projects through to delivery. This position must work closely with our production manager and our warehouse/logistics associate. The candidate will be trained by our management team.

Responsibilities

- Contact point for all customer inquiries for our technical warping services.
- Collecting all information to calculate materials needed (yarn quantities etc.) to submit quotations.
- Enter orders and feed them into the production process.
- Creating work orders for all styles to be run and hand over the project to production manager.
- When orders are produced, communicate with customers for return shipping.
- Effectively and professionally communicate with customers and team members, both verbally and in writing.
- Developing efficient production strategies together with our production manager and Customers.

Skills/experience

- College degree.
- Min of 4 years of experience in customer service/sales
- Preferably textile experience in Yarn manufacturing, weaving or similar
- Solid analytical abilities to understand correlation between textile data, production calculations and production environment itself.
- People skills as an effective communicator.
- Proficient in MS Word and Excel, emails etc

Interested? Please send your contact information and CV to admin@warptek.net