

Customer Service Representative

THE COMPANY

Sunrise Manufacturing, Inc. is a leading manufacturer of dunnage materials serving Fortune 500 companies since 1981. We provide load securement solutions and transit protection products. Our patented products help reduce or eliminate damage to products during transit.

Sunrise specializes in best value solutions that dramatically reduce freight damage while increasing load efficiency.

Sunrise partners with Class 1 railroads and intermodal carriers to provide clients best value solutions to their unique product protection needs. Our clients save time and money by utilizing our knowledge of load securement and protection.

Sunrise Manufacturing is a family owned and operated business that places value on its employees and their families. We are customer focused and work hard to provide superior service to our customers. We are located in CA, WA, NM, and GA. For more information, please visit www.sunrisemfg.com.

THE OPPORTUNITY

We are seeking a Customer Service Representative for our office in Rancho Cordova, CA. The Customer Service Representative will interact with customers and the sales team to process orders, assist with customer quotes, pricing and overall customer service related tasks. Work closely with shipping and receiving to ensure all paperwork processes are handled accurately and in a timely manner. Perform other administrative duties as requested including report generation, purchasing, data entry and freight coordination.

Sunrise Manufacturing offers a competitive compensation & benefits package including: paid time off, paid holidays, medical, dental and vision plans, 401K, flexible spending account and life and disability insurance.

RESPONSIBILITIES INCLUDE:

- Answer phones, answer questions, takes messages, etc.
- Determine customer service requests e.g. place an order, research order status, answer product questions, provide technical support, or address other related concerns.
- Input, manage and process Customer Price Quotes, Sales Orders, Work Orders, and Purchase Orders including returns and exchanges, lost, miss-shipped or damaged shipments.
- Communicate with Vendors and their representatives ensuring the status of purchase orders, exchanges, or voids, verifying pricing and lead time and notifying production of stock out items.
- Entering orders and shipping information into online shipping calendar. Controls and updates shipping calendars. Obtains freight rates and schedules shipments, tracks and monitors shipments. Create proper shipping documentation. Contact carriers regarding freight rate discrepancies.

REQUIREMENTS INCLUDE:

- Effective written and verbal communication skills
- Strong customer service and administrative skills
- Must be detail oriented and well organized
- Ability to multi-task and help with other jobs as needed
- Proficient computer skills and working knowledge of Microsoft Office
- Able to work independently and as a team player
- Reliable and trust worthy individual
- High school diploma or equivalent

For immediate consideration, apply today at hr@sunrisemfg.com