



300 Westgate Drive, Carol Stream IL 60188
Tel: 630-510-9343 Fax: 630-510-9357 www.serac-usa.com

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SUBJECT:

Job description

Job Title:

Parts Desk
Customer Service

Frank Florizoone
Customer Service Manager
Serac, Inc. ®

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ACTIVITY

Serac is a Designer and Manufacturer of specialized packaging machines, mainly for filling and capping of liquid products, also some powders.

INDUSTRIES: Beverages, Dairy, Food, Cosmetic, Pharmaceutical, Agrochemical, Lubricant Oils, Paint,...

Work Location: 300 Westgate Drive, Carol Stream, IL 60188

Position to report to: Customer Service Manager

JOB DESCRIPTION

Performing Customer Service from our offices in Carol Stream for the North & South American market and occasional support for other subsidiaries worldwide.

Major Job Duties:

The Parts Desk / Customer Service person assists customers in need of technical advice, spare parts and/or troubleshooting.

This is accomplished via phone, email, and/or fax.

The typical job duties are:

- Advice customers on the phone i.e. troubleshooting, spare parts...
- Generating spare parts quotes, order acknowledgements, process orders,...
- Follow-up on Field Service technician's visit reports to ensure all pending items are taken care of for customers.
- Updating customer data files
- Keep the Service Manager informed on progress or problems at Customer locations
- Help other in-house services (e.g. fill test, manual preparation...)

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CANDIDATE PROFILE - Minimum qualification:

1. Candidate should be computer literate and have a familiarity with distributive control system hardware and software.
2. Interact well with customers and answer their questions, promoting customer satisfaction and good will.
3. Computer literate Microsoft Office Word/Excel/Outlook,...)
4. Able to cope in/with stressful situations
5. Able to prioritize workload
6. Excellent telephone manner
7. Good Customer Service skills, in person, on the phone and by email
8. Fluent in English (reading, writing and spoken)
9. Knowledge of the Spanish language is a big advantage
10. Knowledge of the French language is an advantage
11. Basic knowledge of AutoCad is an advantage
12. Good awareness of Health & Safety issues
13. Good interpersonal skills
14. Able to work independently and as part of a team
15. Enjoy self-education by reading books, manuals, etc.

Physical demands and qualifications:

- While mainly intended as a daytime office job, this position may occasionally require overtime.
- Must be able to adhere to safety rules and regulations.
- Occasionally, must be able to independently move and/or lift machine parts manually (up to 50-lbs).
- Serac requires drug testing before hiring and in the event of any accident.
- Serac reserves the right to do a background check.

THE OFFER

- Very interesting job with a variety of tasks.
- Working as part of a small team in a subsidiary of a multinational SME in a multicultural environment (there are at least 7 different nationalities in our company).
- Benefit package available to successful candidates.

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