



## Customer Service Manager – Greensboro, North Carolina

Are you an individual that can be described as an energetic leader, willing to step in and be a team player as needed? Would you thrive in a fast-paced, multi-faceted industrial environment? Are you looking for a unique and challenging opportunity with growth potential? If so, the Customer Service Manager position could be the right fit for you! We are a customer-focused organization, and we are seeking someone with sharp attention to detail, along with excellent communication and organization skills. The Ionbond Customer Service Manager works side-by-side with the Plant Manager, Sales Manager and Production Managers to provide the best service to our customers. This position reports directly to the Plant Manager of the Greensboro Coating Center.

### Ionbond – The Surface Engineers™

Ionbond is a global, yet local acting, company where we work in a technical innovative environment. Our employees make a difference for companies in medical, automotive, aerospace and decorative industries with providing thin-film coating services. We operate 37 coating centers in 16 countries over 3 continents. Our coatings are used to improve durability, quality, functionality, efficiency and aesthetics of tools and components. Ionbond is a global leader in PVD, CVD and PACVD coating technologies.

#### What defines this job?

- Responds to customer inquiries and provides verbal and written quotations to current or prospective customers
- Assists in the production scheduling process by working closely with the management team to ensure on-time delivery
- Ensures customer communication related to order status, quotes and various inquiries are completed in a timely manner
- Reviews orders for accuracy, prepares orders for processing, complete ERP order entry per customer specifications and ensures that job orders are dispatched to production in an expedient manner
- Maintains overall invoicing and customer files
- Work closely with credit/collections staff as needed including new customer set up, establishing credit lines, order credits, outstanding invoices, etc.
- Keeps management informed of important developments, potential problems, and related information as necessary
- Oversee the shipping/receiving team that processes the incoming and outgoing orders according to customer instructions or preference

#### What do we offer?

Our employees are our single most valuable assets! We strive to make Ionbond a great place to work including:

- Diverse work environment where we embrace teamwork and innovation that drives us towards new applications and customer service excellence
- Competitive compensation package; salary based on experience and educational credentials
- Excellent medical & dental benefits with affordable premiums and annual deductibles
- Flexible spending accounts (medical and dependent care)
- Life insurance
- Short-term & long-term disability
- Generous Paid Time Off
- Tuition Reimbursement
- 401k Safe Harbor Retirement Account plus company match
- International and local growth opportunities

#### What do we ask?

The preferred candidate will have earned a degree from an accredited college (preferred); High School diploma is required minimum education. Three to five years' experience working in an industrial or manufacturing environment with technical sales and/or customer service experience. Possess outstanding customer service skills and the ability to go above and beyond to meet or exceed customer expectations. Strong communication skills; both verbal and written. Proficient in Microsoft Office and basic office tools such as the internet, PCs, email, etc. Strong work ethic, attention to detail, organization, and time management skills. Able to work core business hours on-site that reflect the hours of our customers. Display high levels of energy and professionalism. Candidate must be eligible to work in the United States, undergo criminal background check, and pass a pre-placement physical.

#### Interested in this job?

Please send your resume by email to this site: <https://www.indeed.com/cmp/lhi-ionbond-inc.-1>

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