



EMPLOYMENT POSTING: Customer Service Representative

At Columbia Chemical, providing quality additives for the metal finishing industry is our business. Since our beginning in 1975, we have specialized in developing high quality plating processes. Located in Brunswick, OH, Columbia Chemical is an ESOP Company with easy access to Interstate 71. Columbia Chemical is an Equal Opportunity Employer.

We currently have the following opportunity for **Customer Service Representative**.

JOB DUTIES PERFORMED

- Communicate professionally with existing and prospective customers. Receive, confirm and process customer orders and requests in a timely manner.
- Prepare and distribute sales order and pick tickets to internal departments.
- Work with internal departments to ensure orders (including rush orders) are ready to ship on time.
- Prepare and distribute shipping documents, per IATA, IMDG, DOT and NAFTA requirements, for the transportation of both hazardous and non-hazardous product.
- Arrange cost effective shipments, schedule freight pick-ups, prepare and distribute required sales documents to customers, carriers, and shipping agents. Communicate with customers and/or freight forwarders to ensure that cargo arrives on schedule.
- Coordinate and prepare necessary documents for customer sample requests from sales.
- Maintain customer data in GP customer maintenance files. Maintain customer price levels in GP price lists.
- Prepare sales reports as requested.
- Answer phones as needed and other duties, as assigned.

Reports to: Vice President
Non-Exempt

MINIMUM REQUIREMENTS

- High school diploma, or equivalent.

- Experience in an office setting and in the use of PCs, copiers, faxing, and scanning equipment.
- Excellent written and verbal communication skills.
- Current DOT certification, or the ability to obtain certification within 90 days of hire.

COMPENSATION

- Healthcare, 401(k), Employee Stock Ownership Plan.
- Salary commensurate with experience.

CONTACT

Email resume in PDF or Word format to careers@columbiachemical.com or mail to:

**Human Resources Dept.
Columbia Chemical Corporation
1000 Western Drive
Brunswick, OH 44212**

No phone calls please.