



1000 Western Drive • Brunswick, OH 44212-4330

PHONE: 330-225-3200 • FAX: 330-225-1499 • www.columbiachemical.com

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.

Position Summary: Customer Service Representative

This position serves as the frontline communication with our customers. Customer Service Representatives are responsible for entering customer orders into our ERP system, coordinating with plant personnel to sure product is ready when needed to ensure on time shipment and coordinating with customers and freight carriers to ensure on time delivery.

Essential Functions:

1. Receive, confirm and process all orders for given territory accurately and timely.
2. Communicate professionally with customers, prospective customers, and internal departments regarding status of orders.
3. Obtain freight quotes and arrange cost effective shipments.
4. Prepare and distribute paperwork to customers, internal departments and carriers including proformas, sales orders, pick tickets, schedule B's, packing slips, bill of lading, commercial invoices, and any other required documentation per customer requests and hazardous regulations.
5. Coordinate sample requests with shipping, sales, and the customer.
6. Maintain accurate pricing information in ERP system and customer files.

Nonessential Functions:

1. Prepare ad-hoc sales reports as requested by customers and other departments
2. Assist in data entry for ERP system set up.
3. Answer phones and other duties as assigned.

Competencies:

1. Customer service
2. Communication skills
3. Flexibility and adaptability
4. Works well in a team
5. Quality of work
6. Ability to multitask

Work Environment:

1. This position is performed in an office setting, five days a week with typical work hours being 7:45 am through 4:00 pm. Regular in person attendance is required with the ability to telework in special circumstances. Occasional overtime may be required.
2. Frequently this position will be required to walk into the plant or up stairs into the lab to gather information or collaborate with other departments.
3. This position is salaried.



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Physical Demands:

1. While performing the duties of this job, the employee is regularly required to lift, walk, stand, sit, bend, reach with hands and arms, climb, push/pull, use hands, and see, hear and speak.
2. The employee must occasionally lift and/or move up to 25 pounds.
3. The noise level in the work environment is usually moderate.

Technical Expertise/Specialized Knowledge:

1. Proficiency in MS Office [Outlook, Excel, Word] and Adobe or similar software is required.
2. Experience with Microsoft Dynamics Great Plains is preferred.
3. Ability to use computer, copiers, fax machine and scanner is required.

Education and Experience:

1. Education: High School Diploma or equivalent is required; Bachelor's degree is preferred.
2. Certification: Current DOT certification or ability to obtain certification within 90 days of hire is required. Current IMDG and IATA certifications or ability to obtain certification within 12-18 months of hire is required.
3. Years of experience: 2 to 5 years general customer service experience is required. Customer Service in manufacturing setting is preferred.

Compensation:

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

Contact:

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

No phone calls please.