

ABOUT GOODRIDGE

Goodridge is the world's leading manufacturer of performance fluid transfer systems. We operate in the OEM, automotive, motorcycle, motorsport, defense, and specialist industrial sectors. This dynamic private company manufactures ten facilities globally and supplies customers around the world with a unique combination of design, innovation, reliability, and outstanding service. Goodridge has a turnover of over \$62m and operates globally with manufacturing and distribution operations in the UK, USA, Mexico, and Europe, employing more than 300 people worldwide.

THE ROLE:

The Customer Service Representative will be primarily responsible for all customer service issues as well as internal sales while ensuring that customer inquiries and orders are completed in a timely manner and to the quality expectations of both the customer and the company. The role is clearly focused on maintaining and enhancing the quality of the service provided to customers.

RESPONSIBILITIES / DUTIES / FUNCTIONS / TASKS**G- stop issues:**

- Assist with Motorcycle, Performance and Motorsports applications with customers and public
- Answer general questions regarding product with customers and public

Customer Assistance:

- Take Orders, provide status on orders to customers, advise price and availability for items, deal with customer complaints, assign RGA number and process returns through database
- Screen requests to open new accounts and transfer to appropriate Salesman
- Provide quotes to customers
- Travel to Track for support of customers may be required
- Travel to trade shows to represent Goodridge may be required

Technical Assistance

- Input orders, verify pricing, determine availability of product to establish due date
- Large motorcycle, Performance and Motorsports accounts need to have orders separate as bulk or assemblies

Order Acknowledgements

- Print OA, Fax or email OA-noting price discrepancies if necessary, scan and save OA to file

Product Availability

- Work with purchasing on bringing product in to meet customer requirements
- Search stockrooms for availability of product and transfer to correct stockroom

- Advise orders that can have product de-allocate to fill orders with earlier due dates

Production Scheduling

- Work with Production to prioritize customers' orders
- Expedite orders that have very short lead time

Checking order status

- Advising customers of status if requested
- Working with Shipping to make sure orders are shipping on time
- Notifying certain customers that their products has shipped and provide packing slips
- Checking open order reports to ensure orders aren't lost in the system

Periodic Responsibilities

- Product Returns
- Assign RGA #, maintain RGA database, process returns
- Special projects for salesmen, create backorder reports, send out catalogs
- Customer information amend sheet as needed
- Create new kits as needed
- Assisting packaging when needed

Assist Accounting

- Issue credits to customers
- Invoicing as needed

REPORTING CHANNEL

This person will report to the Director of Performance and Motorsports.

QUALIFICATIONS, EDUCATION, AND EXPERENCE to be considered for this role:

- Associate's Degree or Equivalent
- 3 years' experience in a manufacturing or distribution environment

ENVIRONMENT & PHYSICAL REQUIREMENTS:

- Physical work location: Mooresville, North Carolina
- Environment: Inside/Office
- Physical activity: Sedentary with moderate walking

EMPLOYEE BENEFITS OFFERED

- Medical
- Dental
- Vision

- 401K, employer match up to 4%
- Paid Vacation/Sick
- 13 Paid Holidays