

**PACKAGING.  
PERFORMANCE.  
YOU.**

## **CUSTOMER SERVICE REPRESENTATIVE. LOCATION CHARLOTTE.**

**Interact with customers to provide and process information in response to inquiries, concerns and requests about products and services.**

### **YOUR TASK FIELD**

All aspects of order entry and quoting.  
Maintain purchase order records and verify price quoted against the amount billed.  
Set-up and maintain job, vendor, and customer files in Duxion (similar to SAP) and Excel.  
Interact with customers to provide information in response to inquiries about products and services.  
Handle/resolve customer issues.  
Deal directly and promptly with customers by telephone and email.  
Use of MI-5 CAD/CAM software to review customer supplied information.

### **PREFERRED SKILLS**

Use of Microsoft Office (Word, Excel, PowerPoint).  
Interpersonal and communication skills – verbal and written.  
Strong problem analysis and problem-solving skills.  
Attention to detail and accuracy.  
Adaptability and ability to perform under pressure and prioritize.  
Bi-Lingual (English, Spanish, German, Portuguese).

### **WHAT WE OFFER YOU**

Individual training.  
Benefits including health, dental and vision insurance participation, matching retirement plan.  
Company bonus plan quarterly, company paid LTD, STD and life insurance.  
Company soccer team, donation drives, annual family and holiday get-togethers.  
Training and development support and culture of promoting within.  
Marbach America is an equal opportunity employer.

Please send your resume to [hr@marbach.com](mailto:hr@marbach.com)

Packaging. Performance. You. This is the slogan of Marbach, the world's leading manufacturer of die-cutting and thermoforming tools. With 1,300 employees worldwide, Marbach sets the benchmark in its industry. Since 1923. And delivers pure performance to its customers. Totally individual. For each requirement the best solution. In every price range. Worldwide.