



Customer Service Representative – Tuscaloosa, AL

DESCRIPTION

Dixie Pulp & Paper, Inc is in need of a Customer Service Representative for our Tuscaloosa, AL Home Office location. Position reports to the Customer Service Manager.

RESPONSIBILITIES TO INCLUDE, BUT NOT LIMITED TO:

- Communicate and coordinate with customers, suppliers, vendors salespeople, and other departments within the company with the goal of answering questions, solving problems, and meeting their needs
- Highly developed sense of integrity and commitment to customer satisfaction.
- Handle and resolve all verbal and written correspondence timely, professionally and with a respectful, caring and responsive attitude. This includes emails, memos, letters, spreadsheets, BOL's, etc...
- Understand and carry out oral and written instructions
- Prepare various customer reports, memo's, letters as needed
- Inspect and Analyze documents and correspondence for accuracy and follow up needed
- Keep records of customer interactions and transactions
- Record details of inquiries, comments, complaints and actions taken
- Maintain customer/supplier databases
- Demonstrates independence, solid judgment, flexibility and problem solving in everyday duties
- Shows determination and perseverance to complete responsibilities to ensure deadlines and resolutions
- Completes work in an accurate and thorough manner.
- Utilize computer and various software packages (Cie-trade, Excel, Word, Microsoft Outlook) to complete daily responsibilities
- Possess a strong work ethic and team player mentality.

EXPERIENCE

- 3 to 5 years office work experience in a service or logistics related industry preferred
- Strong decision making and analytical abilities
- Strong detail orientation and communication/listening skills
- Strong organizational skills to manage workflow and time
- Has a pleasant, patient, friendly and can do attitude
- Paper background is a plus

COMPENSATION

- Competitive base salary commensurate on experience
- Benefits include Health Insurance, Paid Vacation and Holidays, Profit Sharing Plan, 401K

All qualified candidates must be able to pass drug and background screens.

Interested candidates send resume to Lauren Lashley

email: joblisting@dixiepaper.com fax: 205-759-2606 ; phone: 205-759-2600