



Customer Service Representative

Midstate Machine is seeking a Customer Service Representative for our Phoenix, AZ location, to Interface with customers to ensure accurate order and delivery information is communicated. The area of Customer Service includes contract review and customer order entry. The position reports to the General Manager

Duties and Responsibilities

- Responsible for all sales orders activity.
- Serve as central point of contact for customer's inquiries. Provides customer with updated order and delivery status.
- Manage the proposal / quoting process, while maintaining the Proposal Tracking System (PTS) and master proposal / quoting files and inputs new RFQ's.
- Issue weekly Sales, Orders/Backlog and Quoting metric reports.
- Manages the Contract Review and PO Acceptance process. Controls and maintains master contracts / purchase order files.
- Perform the EDI transaction conversion to SyteLine. Tracks changes in delivery dates, prices and handle terminations.
- Maintain customer and vendor maintenance in SyteLine.
- Manage orders backlog to maintain accuracy.
- Responsible for disseminating Terms and Conditions, special shipping instructions, configuration changes and quality requirements throughout the organization.
- Generate Return Material Authorizations (RMA) and manages associated issues.
- Assist accounting with invoicing and collection issues.
- Other duties as assigned.

Education, Experience and Skills

- An Associates or bachelor's degree with minimum of 3 to 5 years of experience. Degree can be substituted for 5 plus years of related experience.
- Ability to build effective synergistic relationship with customers and suppliers.
- Ability to communicate effectively with all levels of employees, flexible, positive attitude, ability to adapt and promote rapid change to market conditions.
- Strong verbal and written communication skills.
- Strong computer skills with working knowledge of Microsoft Office.

**Benefits:**

- 401K with match,
- Medical,
- Health Savings Account
- Flexible Savings Account
- Life insurance
- Paid sick leave
- Dental,
- Vision,
- Vacation

Wages: \$47,000 - \$60,000

Schedule:

- 8 hour shift
- Day shift
- Monday to Friday

We encourage the following to apply:

- Military Spouses
- The public
- Veterans

What makes Midstate Machine different?

Midstate Machine has over 60 years of experience in complex machined details servicing the Commercial/Military Aerospace, Defense, Power Generation, and Oil and Gas markets. We provide solutions to numerous industries, including defense, aerospace, power generation, gas & oil. We continue to seek strategic partnerships with our customers for long term growth and stability in the various market segments. Our Best practice throughout our company represents the core working standards and ethical guidelines that fuels the opportunity for growth, fair and equitable compensation and finally our most valuable asset, our employees.

We are also committed to Diversity, Equity, and Inclusion:

We are committed to building an inclusive workforce, through our employment practices, our workforce training, and most importantly our customer and supplier base that rely on us to deliver processes that will provide an equitable price in a diverse marketplace. We strive to build relationships within the communities, and we support and draw on the diverse talents available.



Midstate Machine

A Division Of Precision Holdings

Midstate Machine offers competitive wages, excellent benefits, and is an Affirmative Action employer, as well as supporting Equal Employment Opportunity for all. Our employment decisions are made regardless of race, color, religion, national or ethnic origin, sex, sexual orientation, gender identity or expression, age, disability, protected veteran status or other characteristics protected by law.

Midstate Machine will only employ those who are legally authorized to work in the United States only- (dependent upon the position). Any offer of employment by Midstate Machine is conditioned upon the successful completion of a background check and drug screen.