

## Customer Service Coordinator (m/f) AKG of America Inc., Mebane, NC

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### Tradition and Innovation

Since 1919 the AKG Group is a specialist in the field of heat transfer. Our group of companies is financially sound, innovative and expanding. With about 2,500 employees at 12 locations in Europe, the Americas and Asia we develop and produce heat exchangers for a multitude of application areas and branches.

**AKG of America, Inc.**, located in Mebane, North Carolina, is the main sales company of our US group and responsible for the development and sales of our tailor made heat exchangers, esp. for construction, forestry, agriculture, on-highway, compressor, material handling, industrial, off highway, and mining markets.

### Tasks and Responsibilities

- Receive requests for price quotations, purchase orders, order changes, adjustments, and cancellations directly from the customers
- Achieve and maintain rapport with customers and work to give them the best possible service
- Use a computer to retrieve customer information, stock status information, the status of purchase orders, and to make changes on customer purchase orders. Ensure that correct codes are used for retrieving and inputting information
- Follow up on inquiries by checking computer runs for delivery information. Work closely with expeditor in production control regarding deliveries of scheduled shipments
- Handle the needs of sales representatives and customers
- Make price quotations immediately by fax on price
- Check with credit department concerning credit status of customer when rush orders are received
- Contact distributors or check computer printouts sent to us by customers to locate requested items in order to meet customer's delivery requirements. Relay this information to the customer
- Maintain files of active orders and posts activity such as change notices, scheduling changes, partial shipments, and credit changes
- Prepare paperwork (original purchase order, copies of invoice, and return goods memo) to be given to accounting department for credit or debit to be issued
- Adhere to all policies, procedures, and/or requirements set forth in AKG of America's environmental management system (EMS)
- Regular physical attendance is an essential requirement for this position. Refer to AKG attendance policy section 2 of the Information Handbook for Employees, received during the orientation process
- Report to Customer Service Manager

## Job Qualifications

- Ability to use various computer programs in Microsoft Office, proficient in Excel, Word, Power Point, Outlook, SAP experience a plus
- Must have great attention to detail and analytical skills
- Excellent oral and written communication skills are needed
- Associate degree or several years of prior work experience in Customer Service or a combination

**Starting Date:** As available

### Application to:

AKG North America, Inc.  
Manager, Talent and Recruiting  
7315 Oakwood Street Extension,  
Mebane, NC 27302-0370, USA

E-Mail: [HR@akg-america.com](mailto:HR@akg-america.com)