



Customer Service Administrator

Scandic Springs has been a San Leandro employer for 52 years and is a leader in coil springs, fourslide stampings, precision progressive stampings, and CNC wire forming. Scandic is the largest spring and stamping company in Northern California, serving a Fortune 500 customer base. We make custom parts such as battery contacts, EMI shielding, spring clips, latches and retainers, and Belleville washers.

Position Purpose:

This is a full time, exempt, administrative position supporting the Sales Engineer and office staff. Scandic holds itself to a high standard regarding customer service, responding to all inquiries in a timely and professional manner. Primary tasks will be receiving and reviewing orders and ensuring accurate data entry. The successful candidate will have precise attention to detail as well as the ability to engage directly with customers in a constructive manner.

Essential Job Functions:

- Receive and review purchase orders, verifying accuracy against customer database, updating database regularly.
- Confirm orders directly to customers
- Process and generate sales orders into Scandic's ERP database.
- Solicit, process and review incoming RFQs, disseminating relevant information to internal contacts
- Monitor shared email accounts for customer service inquiries
- Provide general customer service by email and phone
- Interact with all production and office staff, serve as a direct liaison between sales and production
- Review costing and price updates with each quote or at predetermined periods, with input from supervisor.
- Review and confirm outstanding open order reports
- Respond to requests for scheduling changes, and expedite requests
- Use forecasts for order fulfillment and production planning
- Utilize customer portals to process orders, provide confirmation and documents
- Compile monthly metrics (such as on-time delivery, quotation win/loss rate) for sales team and other departments
- Assist with Scandic's online presence via website and social media, after successful training and onboarding.
- Other duties as assigned to support office staff
- Be friendly and curious, able to build relationships across departments.

Equipment Used:

- PC and Mac Computers, internal company server, Epicor ERP system

Requirements:

- Excellent verbal communication skills, ability to interface with customers through email, phone and in person.
- Confidently receive and initiate phone calls
- Excellent written communication skills, ability to send clear and detailed email messages, building rapport with customers.
- Communicate internally across departments and job classifications
- Ability to take direction and feedback
- Proficiency with all MS Office Suite programs
- Precise attention to detail

Experience:

- 1-3 years professional experience in business-to-business sales or customer service
- 1+ years of manufacturing industry experience preferred
- Some mechanical understanding and/or interest preferred
- Previous marketing or business-related social media experience a plus

Scandic Benefits Include:

- Stable 40-hr weekly schedule
- Company-paid health insurance for employee and dependents
 - Kaiser medical insurance
 - Dental insurance
 - Annual vision reimbursement
 - 401(k) with employer matching
- Paid vacation and sick days, plus 9 paid holidays.
- 100% tuition reimbursement for approved college, trade school, or certificate programs.

See Scandic's [Facebook](#) and [LinkedIn](#) pages for videos of our work. Full equipment list and company information is on our webpage.

To Apply:

Send a resume, cover letter and contacts for two professional references to Andrea Foote, Vice President
afoote@scandic.com