

Job Title:	Customer Service Representative
Location:	Jacksonville, FL
Employment Status:	Full-Time
Reports To:	Customer Service Manager
Travel (%):	< 5 %
<u>Major Roles & Responsibilities</u>	<p>Kraton is looking to hire a new member of our Customer Service team in Jacksonville, FL.</p> <p><u>Major Roles & Responsibilities:</u></p> <p><i>Customer Service Skills:</i></p> <ul style="list-style-type: none"> • Identifies changes requirements driven by regulatory bodies, carriers, customs and customers. • Cascades knowledge to Coordinators/supervisor and supports questions. • Defines, documents and analyses alternatives. <p><i>Supply Chain Skills / Business Acumen:</i></p> <ul style="list-style-type: none"> • Identifies opportunities in the business area and supply chain in order to reduce supply chain costs or increase performance. • Understands the underlying data that support Key Performance Indicators • Support the Order to Cash process to drive continuous improvement. • Seek opportunities for best practice partnership/sharing with other regions <p><i>The statements above are intended to describe the general nature and level of work performed by employees assigned to this classification. Statements are not intended to be construed as an exhaustive list of all duties, responsibilities and skills required for this position.</i></p> <p><i>Kraton's internal talent acquisition team manages our recruiting efforts and from time to time works with pre-selected/pre-approved external staffing agencies. We do NOT accept unsolicited resumes or candidate referrals from recruiters and/or agencies who are not pre-selected/pre-approved.</i></p>
<u>Skills and Experience</u>	<ul style="list-style-type: none"> • Bachelor's Degree from accredited university, college or business school or equivalent work experience. • 5+ years of experience in customer service and/or sales function with experience in import/export operations and manufacturing industry preferred. • MS office with emphasis on Excel knowledge • ERP system experience, SAP preferred, CRM and other relevant tools. • Manufacturing experience highly preferred • Investigates enhancing functionality. • Effectively use communication to gain cooperation from others to obtain information and accomplish goals. • Addresses root cause of issues and sorts through issues to address resolution. • Escalates issues which cannot be handled independently, but stays involved. • Anticipates issues and accurately predicts outcomes of different alternatives when solving problems. • Appropriately addresses cause and effect of relationships between complex issues. • Actively demonstrates the initiative and desire to learn and grow contributions • Shows positive energy level around commitments and work ethic. • Initiatives changes and supports others. • Endures setbacks and gets back on track.
<u>How to Apply</u>	Submit your resume to jobs@kraton.com