



Job Title:	Relief Customer Fulfillment Representative
Location:	Belpre, OH
Employment Status:	Full-Time
Reports To:	This position will report to Customer Fulfillment Manager
Travel (%):	< 5 %
<u>Major Roles & Responsibilities</u>	<p>Kraton is looking to hire a new member of our Customer Fulfillment team in Belpre, OH.</p> <p><u>Major Roles & Responsibilities:</u></p> <ul style="list-style-type: none"> • Provide back-up coverage for Customer Fulfillment Team • Manage the Customer Order and Inquiry Fulfillment (COIF) Process • Track service performance via Customer Fulfillment Performance metrics in Salesforce.com. • Manage customer volumes against forecasts as set by sales. • Coordinate internal communications with QA, supply, sales, manufacturing and pricing administrator. • Coordinate external communications with customer, warehousing, freight forwarders, and third party logistics. • Initiate Customer Complaint Cases in Salesforce.com. • Develop a familiarization with contract warehouse operations. • Build and maintain relationships with customer contacts. • Build and maintain relationships with sales managers, at times acting on their behalf. • Participate on Customer Fulfillment Representative Team (CFRT). <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"> • High School diploma minimum <i>required</i> • Two (2) or more years of experience in a customer service related field <i>preferred</i>. • A strong customer orientation and the ability to work effectively with customers is <i>required</i>. • Ability to work effectively with people both inside and outside of the Belpre Plant is <i>required</i>. • Working knowledge of SAP <i>preferred</i>. • Knowledgeable of KRATON products and customers is <i>preferred</i>. • General knowledge of the quality management systems - P&PD, SQR, Salesforce.com is <i>preferred</i>.
<u>How to Apply</u>	Submit your resume to jobs@kraton.com