



Customer Service Manager - La Verne, CA

Taconic, a global leader in the manufacturing of PTFE coated fiberglass fabric, belts, tapes and laminates is seeking a **Customer Service Manager** for our La Verne, CA location.

The Customer Service Manager will direct all activities within the IPD customer service department.

Candidates must be able to:

- Answer phones in a professional manner
- Take, expedite, price and respond to specific customer needs regarding placement of orders, samples, quotes, technical data, and product recommendations
- Work in a fast-paced environment with ability to prioritize based on changing work conditions
- Perform basic math skills such as addition, subtraction, multiplication and division as well develop percentage mark-ups and profit margins

Requirements:

- High school diploma or equivalent experience
- Previous supervisory experience
- Good organizational and communication skills
- Attention to detail
- Ability to maintain confidentiality

Three to five years of customer service/sales experience and PC software literacy (MS Office) are preferred. Bilingual: Spanish/English is a plus.

We offer a competitive benefits package including medical, dental, vision and life insurance, a competitive compensation and retirement package, tuition assistance, vacation, a business casual work environment and more!

Resumes should be sent to the Human Resources Director at:

P.O. Box 69 Petersburg, NY 12138 or email: hr@4taconic.com