

NORCROSS (GEORGIA), USA

## REBUILD CUSTOMER CARE MANAGER

### YOUR OPPORTUNITY

Sidel is looking for the Rebuild Customer Care Manager who works as a team player while interacting with other departments as necessary to deliver exemplary customer services.

### YOUR SCOPE

- Provide administrative support to reporting manager in all areas needed or as specified;
- Serve as point of contact for customer concerns relating to Rebuild Dept. sales as well as resolving issues;
- Manage Rebuild quotations, follow-up and total order processing;
- Create Production orders and update Procurement of Parts for ordering;
- Setting Up Parts in SAP and processing Tech Requests for new part set-up;
- Update Job Log for Rebuild Sales Orders and post for staff reviewing;
- Manage processed orders to ensure on time delivery for CRD;
- Process requests for RMA's and/or Warranty Requests;
- Outside Processes (OSP's for Vendors).

### YOUR PROFILE

Level of education and languages:

- Bachelor Degree is a plus;
- Fluent level of English is a must;
- Italian and/or French is an advantage.

Required experience and skills:

- 5 Years of experience in after sales or production plant;
- Good understanding of Sidel business context;
- Excellent reactivity, dynamism, tenacity, autonomy and motivational skills;
- Ability to interface with all levels of the organization;
- Excellent multi task ability and ability to manage high levels of stress

### CONTACT

If you are interested in our proposal, please send your CV/resume with cover letter to Human Resources – Sidel, Inc., North America, by e-mail:

[Atlanta.Resumes@sidel.com](mailto:Atlanta.Resumes@sidel.com)