

Customer Service Planner

Job Description

Purpose and Scope – the Customer Service Planner is responsible for the coordination of Finished Goods inventory, production and shipping requirements for company customers. The Customer Service Planner serves as the first point of contact for all customer communications and is responsible for forwarding all communications to the appropriate department representative.

Responsibilities – the Customer Service Planner is responsible:

1. For receiving, entering, and acknowledging all customer sales orders, RFQs, ECNs, RMA requests, and other forms of communications such as quality concerns, action requests and delivery inquiries.
2. For analyzing customer demand against finished goods inventory, WIP, and planned Jobs, and giving feedback to the customer.
3. For maintaining the ERP system with accurate up-to-date customer and assembly information such as unit pricing, minimum purchase quantities, forecasts, customer performance metrics, activity notes, and action items.
4. To participate and contribute in daily production and material meetings with team members from Production, Purchasing and Inventory Control. Based on input from these meetings, maintain the Production Schedule as needed to meet customer demand.
5. Participate in the new product introduction process by executing key-actions assisted to the customer service planner.
6. Receive, analyze and provide feedback for all supplier performance measurements from our customers.
7. Participate and promote quality and continuous improvement activities.
8. Maintain accurate process flowcharts and work instructions for customer order processing and scheduling.
9. Maintain and support preventative maintenance practices across processes.
10. Manage and maintain job/work center schedules.
11. Manage and maintain daily capacity hours and capacity constraints.

Job Requirements

Education and Training – the Customer Service Planner is required, as a minimum, to have Associates Degree in a business related field and 3-5 years experience to meet the position requirements or equivalent experience.

Technical Requirement – Knowledge of MRP, Scheduling, ERP Systems and Lean Manufacturing techniques. General understanding of RoHS, REACH and IPC guidelines.

Experience – Experience in a manufacturing environment is highly preferred.

Send resumes to: **cdiefenbacher@globaltec.com**