



Important: This is an onsite position is in Twin Falls, Idaho. Remote work is not available.

Seastrom Manufacturing Company, Inc.

About Us

Seastrom Manufacturing Co., Inc. is a U.S. manufacturer of precision stamping along with standard and custom assembly hardware located in Twin Falls, Idaho. Seastrom has earned the distinction as an approved supplier for most major aerospace, automotive, and commercial manufacturers. Seastrom offers several custom capabilities including Precision Stamping, CNC Machining, Multi-Spindle Screw Machining, Four-Slide Process, Waterjet, Laser Part Marking & Engraving, Special Packaging, and Engineering assistance in developing parts that will increase value and lower costs.

Seastrom Manufacturing's investment in manufacturing capabilities and certifications assure each customer the highest level of precision. Seastrom Manufacturing is DFARS, REACH, RoHS, Nadcap, PPAP, and ITAR compliant, and is ISO9001 and AS9100 certified.

Opportunity: CUSTOMER SERVICE REPRESENTATIVE – Full Time, Flexible Schedule

The **Customer Service Representative** will utilize multiple means of written and verbal communication to provide an exceptional quality customer experience.

The ideal candidate will be a highly motivated, proactive, and customer-focused individual who possesses a strong personal value commitment dedicated to professionalism, problem-solving, and adaptability.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Represent the company in a professional and courteous manner.
- Receive inbound customer inquiries for product and order information.
- Work closely with customers to identify product solutions that meet their needs by clearly explaining products and pricing options.
- Answer questions including order status information and shipment tracking; forward expedite requests, process credit memos and revised customer orders.
- Process CPA's and RMA's as needed.
- Maintain and work the high priority order list.
- Complete new customer data forms.
- Document customer conversations as needed including names, addresses, purchases, and reactions to enable process improvement.
- Perform Order entry as required.



QUALIFICATIONS

- Must be at least 18 years of age.
- Must meet “US Person” criteria per ITAR compliance regulations.
- High school diploma/GED required, or equivalent combination of both education and experience (preferably with sales or telemarketing).
- Extensive knowledge of the internet and Microsoft Office applications preferred, specifically Microsoft Office and Outlook.
- Knowledge of sales contact and management software is highly desirable.
- Strong attention to detail.
- Demonstrated ability to work well with limited direction and information.
- Ability to read, write and speak the English language with comprehension skills sufficient to understand safety standards and job performance expectations.
- Mathematical aptitude to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to interpret instructions which may be furnished in written, oral, diagram or schedule form. Able to create and maintain all forms of graphs, charts, and diagrams.
- While performing the duties of this job, the employee is required to talk and listen, and is required to sit for extensive lengths of time. Specific vision abilities required by this job include close vision, depth perception and the ability to adjust focus.
- The noise level in the environment is quiet to moderate.

BENEFITS *(most benefits begin the first day of the month following the hire date):*

- Comprehensive benefits package including Health, Dental, Vision, Life, and Long-Term Disability
- Additional voluntary benefits such as additional life, accidental death, and critical illness
- 401K program with company-matching
- Paid time off (PTO) from 1 to 3 weeks depending on length of service
- Personal Days - up to 5 per year
- Nine (9) company-paid holidays
- Profit Sharing
- Referral program
- Length of service program for full-time employees
- Drug-free workplace
- Safe, clean, climate-controlled facility