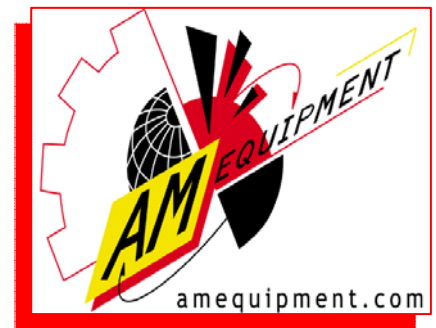


## Customer Relations Specialist for International Lean Manufacturing Company

AM Equipment, a manufacturer of windshield wiper and motor systems, is looking for a Customer Relations Specialist for our Customer Relations operations. The world-class products we offer are used in large glass applications, including the bus, rail, agriculture, mining, delivery vehicle, firetruck, and construction industries. As a learning and teaching company, we re-invent ourselves continually. With a cubicle-free environment and an atmosphere that encourages creative thinking and innovative input, we are a process-oriented organization that values our people and their contributions. This non-exempt position is compensated at \$11.00 per hour with a full spectrum of benefit plans.



For more information on our company, please visit our website at [www.amequipment.com](http://www.amequipment.com).

### Position Responsibilities:

- Respond to phone, fax, and e-mail inquiries regarding the company's products and services.
- Troubleshoot, analyze, and resolve customer problems in a timely, efficient, and professional manner, and within established guidelines.
- Serve as a resource regarding product information for both customers and co-workers.
- Recommend and quote parts to retro-fit components of customers' existing systems.
- Take and process customer orders according to work instructions.
- Build product for customers from prints and bills of material.
- Monitor and maintain minimum level of high usage parts.
- Inspect items that are manufactured for customers.
- Consolidate customer orders from inventory locations and work cells
- Perform customer audits, formally report results, and recommend corrective actions for both the customer and the company.

### Candidate Requirements:

- Ability to communicate professionally with customers by telephone, e-mail, or fax.
- Active listening skills.
- Excellent problem-solving capabilities.
- Ability to analyze information and recommend best solution.
- In-depth knowledge of Excel, Word, and Outlook, and the ability to fully use these tools in an efficient manner.
- Ability to learn and remember part numbers.
- Skills with researching information via the Internet.
- Attention to detail.
- Capable of documenting and systematically archiving critical information.
- Ability to read engineering prints and follow work instructions.
- Self-motivated to start and keep on task until an issue is fully completed.
- Able to work as a team member.
- Bilingual speaking ability preferred.
- Light assembly experience preferred.
- Willingness to be interrupted to help fulfill a higher priority customer need.

If your background and work experience are a good match to our Candidate Requirements, we request the following:

- 1) A resume including education, work history, and compensation levels.
- 2) A cover letter which itemizes in specific terms how your experience matches our requirements.
- 3) A response to the following statement, in 100 words or less:

"I have demonstrated my good customer relations skills with these experiences."

Please send the above to [hr@amequipment.com](mailto:hr@amequipment.com). No phone calls, please!