

Job Title: Order and Customer Service Specialist

Location: Lisle, IL

Job Type: Full-Time

### **Company Overview:**

**Welcome to Hilscher – the global market leader in industrial communications.**

We've made a name for ourselves with global recognition through the connecting of factories and plants across the globe, and by enabling machines to communicate with each other. As the market leader in industrial communications, we offer our customers flexible and reliable networking solutions. We're constantly growing, and we want to continue doing so as well into the future! Therefore, we need you to support our team to achieve this mission and to enhance your potential in a highly motivated and ambitious team.

Hilscher North America, Inc., the US sales unit of Hilscher Gesellschaft fuer Systemautomation mbH in Germany, is part of a global corporate. Globally, over 300 employees in Europe, Asia, and the Americas work professionally and with enjoyment to ensure that our PC cards, gateways, OEM plug-in modules, ASICs, and IIoT solutions enable customers to connect. The company is growing, and we invite you to be part of this exciting journey together with us.

We are currently looking for a detail-oriented and customer-focused individual to join our team as Order and Customer Service Specialist. This role plays a crucial part in ensuring seamless order processing, efficient shipping, exceptional customer satisfaction, successful management of product returns, and effective communication with customers.

### **Responsibilities:**

- Handling order operations in the ERP-system.
- Coordinate shipments with the production sites to ensure timely fulfillment of orders.
- Monitor delivery dates and updating customers on their orders.
- Serve as the primary point of contact for commercial customer inquiries.
- Confidence in working with customers to provide timely and accurate information on technical products.
- Maintain strong relationships with customers, and internal stakeholders ensuring high levels of satisfaction and retention.
- Assist in preparing sales quotes and proposals.
- Coordination with the warehouse team on shipping dates and capacities.
- Generate reports on sales metrics, order status, and customer feedback.
- Analyze data to identify trends and opportunities for improvement.
- Assist in forecasting demand and planning production schedules accordingly.
- Process, manage, and validate incoming RMA requests efficiently and accurately.

- Communicate with customers regarding RMA approvals, denials, and any additional information required.
- Coordinate the shipment of replacement products for approved RMAs.
- Collaborate with the production sites to inspect and assess returned products.

**Qualifications:**

- High School Diploma or equivalent experience.
- Proven experience in order processing, customer support, and/or sales support roles.
- Strong level of motivation and willingness to grow together with Hilscher.
- Open mindset, curiosity, and interest in cutting edge industrial networking technology.
- Team-player with strong communication and interpersonal skills.
- Detail-oriented character with excellent organizational and multitasking abilities.
- Proficient in using MS Office.
- Knowledge of inventory management and forecasting is a plus.
- Experience with RMA processes and procedures is a plus.

**Benefits:**

- Retirement plan
- Disability insurance
- Healthcare plan

If you are a dedicated and proactive individual with a passion for providing exceptional customer service, ensuring smooth order processes, and efficient shipping, we encourage you to apply at:

[usjobs@hilscher.com](mailto:usjobs@hilscher.com)