

MANTECH Customer Service Representative

Title: Customer Service Representative

Department: Guelph Office - Operations

Job Summary:

MANTECH manufactures software-driven automated laboratory and process analytical equipment for water and soil analyses. Our mission is to optimize the results of our customers while still enabling them to protect our environment. We do this by faster and green methods for analysis that also lead to efficient decision making protecting and conserving our environment and resources. Examples include the most sensitive analyzer for pipeline leak detection into water systems, optimized wastewater treatment at Pulp and Paper Mills, Breweries, Food Processors, and optimized methods in Environmental Testing Laboratories etc. ensuring optimized usage of energy and reagents. By employing green methods our mission delivers on fuel and plastic reduction, reduced chemical usage, further protecting our natural resources. The Customer Service Representative will be involved in these roles as defined below.

Responsibilities:

- Review orders@mantech-inc.com inbox, answer any questions or delegate to other departments if required
- Receive telephone calls, answer any questions, process an order and transfer any calls if required
- Process all customer orders in Netsuite
- Notify all staff of system orders received, QC team will prepare work orders
- Prepare customer order documents for all system orders and pass to the QC department
- Email customers sales order acknowledgements, notifying them of any price discrepancies and ETA
- Maintain customer electronic files
- Update customers on any delivery delays
- Invoice outgoing shipments through Netsuite. Invoice all US orders through Quickbooks. Email invoices to the customer along with payment instructions if required
- Review “open orders” report, reallocate inventory as needed for the release of the shipment
- Request updated ETA on missing parts from the purchasing department
- Email customers of any outstanding unpaid invoices
- Back up for shipper/receiver

Compensation:

Competitive salary, great benefits, RRSP Matching,
3 weeks holidays, 6 paid sick days and much more!

MANTECH is committed to supporting a culture of diversity and accessibility across the organization. We hire the best talent regardless of race, color, creed, national origin, ancestry, disability, marital status, age, sex, veteran status or sexual orientation. If you require special accommodation to complete any portion of the application or interview process, please contact 1 (519) 835-7620 amenegotto@mantech-inc.com