

CUSTOMER SERVICE REPRESENTATIVE

The Company

Founded in 1972, Align Aerospace is located in Chatsworth, CA, and employs approximately 175 associates worldwide. Align Aerospace is an internationally recognized leader and global supplier of hardware and related components to a broad range of aerospace original equipment manufacturers (OEM) and their subcontractors. For more information visit: www.alignaero.com.

HOW TO APPLY : Interested candidates may submit their resume online at [Align Aerospace Customer Service Rep.](#) (Paper applications will NOT be accepted. ALL communication will be via email. In your email, please be sure to check your spam/junk folders.)

The **primary function** of the **Customer Service Representative** position is to provide support to our customers and serve as a communication link between our customers and internal staff.

Key tasks:

- Provide Service support to Customers, Distributors and Channel Partners
- Record and process orders and/or inquiries received by mail, telephone, and/or through customer personal contact.
- Resolve routine customer issues
- Serve as communication link between customers and sales staff to assure responsiveness and satisfaction
- Work Excel reports (Align & Customer) including Open Order Report.
- Track order activity, and alert appropriate staff of any potential delivery problems and coordinate with internal team to resolve delivery issues.

Key Results:

- Maintained open order report with adhered batching guidelines
- Accurate order entry and processing of requests and expedites
- Adherence to special processes for RMAs, premium freight and expedite fees
- Proven service to our customers and team work with our Inside Sales team

Requirements for this position include:

1. 2 years prior experience in Customer Service preferred
2. Outstanding communication and relationship building skills (verbal and written)
3. Proficient in Microsoft Office Programs (Word and Excel)
4. Ability to multitask with attention to detail
5. Organization and time-management skills
6. Effective collaborator and team member

Skill & Experience Requirements:

- Years of aerospace fastener experience: **0-3 years**
- Education Requirements: **High School**
- Excel skills: **Intermediate**
- Manages others? **No**

Align Aerospace offers the following

- Competitive Salary
- Matching 401(k) contribution

Exceptional Benefits

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Short-Term Disability Insurance
- Long-Term Disability Insurance
- Accidental Death and Dismemberment Insurance
- Life Insurance
- Flexible Spending Accounts (Medical and Dependent Care)
- Educational Reimbursement