

CUSTOMER SERVICE REPRESENTATIVE

The Company

Founded in 1972, Align Aerospace is located in Chatsworth, CA, and employs approximately 200 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 by clicking here: [Requisition # 1111](#)

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.

Duties and Responsibilities:

- Provide Service support to Customers, Distributors and Channel Partners
- Review, process, and record orders and/or inquiries received by mail, telephone, and/or through customer personal contact.
- Interface with customer daily regarding routine requests and/or issues.
- Ensure all customers and sales staff is served with a responsive and satisfactory communication link.
- Manage 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.
- Perform other related duties as assigned by management.

Qualifications:

- 2 years prior experience in Customer Service preferred
- Excellent customer service skills.
- Excellent verbal and written communication skills. Ability to effectively communicate with people at all levels and from various backgrounds.
- Proficient in Microsoft Office programs, particularly Excel.
- Commitment to excellence and high standards.
- Strong organizational skills; able to manage priorities and workflow.
- Ability to work independently and as a member of various teams and committees.
- Ability to understand and follow written and verbal instructions
- Professional appearance and demeanor
- Acute attention to detail.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.

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
- Medical, Dental, Vision Insurance, Short-Term Disability Insurance, Long-Term Disability Insurance
- Company Paid Life Insurance
- Flexible Spending Accounts (Medical and Dependent Care)
- Educational Reimbursement