



MEKRA Lang North America is looking for a Customer Service Planner

This position is responsible for communications with the customers to demonstrate excellent customer service and develop effective customer relationships while managing customer demand and providing manufacturing with an achievable production schedule to achieve 100% On-Time and In- Full shipments to the customer.

Departmental Responsibilities

Assist Customer Service/Planning Manager by adhering to, and enforcing work processes and procedures.

Ensure Customer orders are entered accurately and timely in conformance to contractual due dates daily while reviewing planning of current customer demand versus current production schedule and make updates and corrections as required in cooperation with manufacturing leaders.

Manage customer relationships with a positive and friendly attitude along with fully supporting and communicating with the manufacturing team to achieve production schedules

Study and standardize procedures to improve efficiency of customer service planning department

Complete new item number with customer item part cross reference set ups and pricing in SAP

Maintain system accuracy for shipments and inventory

Monitor any past due orders, or potential shipment disruptions for communication with customers as well as forecast of future production capacity required to meet customer demand 3 months in the future

Identify potential raw material shortages and escalate to responsible personnel for resolution to make appropriate changes to production schedule and communicate with customers regularly, making sure to notify customers when there may be any type of delay or delivery issue with their orders.

Respond promptly to customer inquiries and provide production/shipping dates when requested.

Handle and resolve customer complaints.

Assist Accounting with reconciliation of debits by Customers by researching issues to determine reasons for debit, issuing credit and debit memos as required to balance customer accounts after research.

Obtain and evaluate all relevant information to handle product and service inquiries.

Provide pricing and delivery information.

Directs requests and unresolved issues to the designated resource.



Communicate and coordinate with internal departments.

Assist to resolve issues with customer EDI data

Schedule outbound shipments within Customer portals or expedited shipments.

Study and standardize procedures to improve efficiency of customer service department.

Monitor customer scorecards for accuracy in regards to shipments.

Process and schedule work into production schedule any dealer orders/sample orders (Engineering, Quality, Replacement Part orders) and provide ETA of completion to requestor.

Communicate with our Customers planning organization to clarify schedules and demand changes as required (i.e. – changes in our Customer’s schedules due to holidays)

Maintain planning parameters in ERP system.

Analyzes and manages inventory levels in relation to customer requirements, maintaining the company’s turn rate targets, assists in locating inventory as needed to keep production running as schedules and to assist in getting product shipped.

Schedule trucks for Shipping thru Customer Portals (as required) and provide Shipping with notification of ETA, print pick list and organize for shipping supervisor.

Other responsibilities and duties as required or assigned.

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Requirements

Bachelor’s degree in Business and/or a combination of education and a minimum 4 years of experience in manufacturing/industrial environment in the customer service and production planning environment with a good understanding of Supply Chain Management.

Strong computer skills are necessary and experience working in an ERP/MRP systems along with intermediate skills using Microsoft Office products.

Must be able to multitask and to work well under pressure

Strong teamwork skills are required to foster and build cohesive teams.

Good verbal communications skills – must be able to communicate effectively throughout all levels of organization – inside and outside our facility.

Ability to learn and adapt to other specified software modules implemented in this area of the organization.

SAP experience preferred

APICS certification (desirable)

If you are interested in a challenging job with a innovative, international technology leader in the commercial vehicle industry, please send your application – gladly per email – to: jasmin.fonce@mekralang.us