

# ELEMENTAL CONTAINER

860 Springfield Road South  
Union, New Jersey 07083  
Phone: (800) 577-7624, In NJ: (908) 687-7720  
Fax: (908) 687-5157

## JOB DESCRIPTION

Job Title            Customer Service & Sales Support

Reports to        Operations Manager

### About Elemental Container

Elemental Container Inc, based in Union, New Jersey, is a major full-service supplier of aluminum containers and closures in North America. With more than 40 years of experience, Elemental Container is able to provide guidance on every aspect of the packaging process including U.N. packaging requirements.

Specializing in Industrial aluminum bottles, we have over the years extended our expertise into aluminum containers for consumer products. In our 22,000 square foot warehouse, we stock the largest range of industrial aluminum bottles in North America.

At Elemental Container, our goal is to provide an outstanding service to customers and prospects by being curious, taking the time to understand each individual challenge and need in order to propose the right solution.

### Responsibilities

Day to day activities including answering customer calls, e-mail inquiries, order entry, providing assistance in solving shipping issues and customer discrepancies, and administrative tasks related to customer service.

### Customer Service

- Order, return, and credit entry
- Providing order and shipping information to warehouse
- Customer calls
- E-mail inquiries
- Invoicing
- Gathering shipping documents to send to customers
- Filing
- Verifying freight invoices for payment
- Purchasing support
- Obtaining credit references
- Suggest additional items based on customer orders
- Create work orders for special products
- Complete customer specific paperwork and requirements
- Works closely with internal departments to resolve issues

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- Management of customer database
- Other tasks as assigned by the Operations Manager in relation to the position and responsibilities outlined

## Sales Support

- Respond to customer quote and stock requests
- Verify item number, identification and quantity

## Coordinate with other departments as necessary, including but not limited to:

- Providing freight quotes
- Providing lot information
- Tracking shipments
- Credit checks

## Qualifications/Requirements

Excellent interpersonal and communication skills

Be a strong team player

Computer proficiency – Internal ERP systems, Excel, Word, Outlook

Must be organized and able to multi-task

Excellent customer service