



Rapid Packaging – Customer Delivery Specialist

Job Title: Customer Delivery Specialist
Department: Customer Service
Location: Champlin, MN 55316 (**position is located ONSITE – hybrid work available after 9 month training and onboarding**)
Hours: **Monday – Friday (8am – 5pm)**

Rapid Packaging has an exciting new opportunity for a Customer Delivery Specialist to become part of our energetic and dedicated Customer Delivery team! Our Customer Delivery Specialist makes an impact serving as both a key interface and essential resource for our customers. The position also provides key support to the sales staff by resolving customer inquiries and problems, processing customer requests for products and preparing price quotes and proactively generating additional sales to customers.

Rapid Packaging is a customer focused, growth-oriented company and has been recognized as a Top Workplace in MN for multiple years! As an employee of Rapid Packaging, you will become part of an energetic culture and team environment that truly recognizes its employees' hard work. We offer competitive pay and a comprehensive benefits package.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Partners with the outside sales team to meet and exceed customer's service expectations.
- Provides timely and accurate information to customers regarding unit prices, inventory levels, availability, freight/shipping costs and delivery time
- Responds to customer order inquiries, prepares price quotation, and initiates purchase orders
- This role is the first point of contact for many customers and prospects, so strong communication skills are essential.
- Ability and interest in learning about Rapid product lines. Employee will make recommendations to the customers or prospects that contact us via phone or email.
- Processes customer orders, changes, and/or returns per established department policies and procedures.
- Helps create the customer experience by building and maintaining friendly and professional customer relationships.
- Computes price, discounts, shipping costs, and sales margins.
- Investigates and resolves routine requests and customer complaints such as product quality and missing or delayed shipments.

- Identifies, suggests and closes additional purchases of products and services to customers.
- Performs administrative duties such as filing copies of orders and maintaining up-to-date customer information in the database.

REQUIREMENTS:

- College education preferred and at least three to five years related experience and/or training, or equivalent combination of education and experience
- B2B sales and customer focus and experience
- Previous experience in distribution or packaging industry helpful
- Excellent interpersonal communication skills in oral and written format
- Ability to work in a team environment; can manage change and prioritize multiple activities
- Self-starter; possesses drive and takes initiative on projects and daily responsibilities
- Ability to communicate directly to customers via phone and email
- Results driven; detail oriented with a strong sense of urgency
- Demonstrated proficiency with Microsoft Office software and other spreadsheet applications
- Familiarity to ERP computer software platforms helpful

APPLICATION INSTRUCTIONS

Please submit resume and salary requirements to hrmanager@rapidpackaging.com.

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability, or any other federal, state, or local protected class.