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Customer Service Representative

JOB TYPE	SCHEDULE	LOCATION
Full-time	Monday–Friday, days	Oshkosh, WI

We're looking for motivated, detail-oriented Customer Service Representatives to join our team. This role is ideal for someone who enjoys problem-solving, customer interaction and working in a fast-paced manufacturing environment.

What You'll Learn

The Customer Service Representative will receive comprehensive training in:

- Processing new and existing customer orders
- Reviewing and verifying order accuracy
- Monitoring inventory availability
- Preparing and reviewing customer quotations
- Researching pricing history and previous orders
- Coordinating delivery schedules and production availability
- Ensuring accurate and complete order entry

This position goes beyond basic data entry. The successful candidate will become a key resource for customers by providing solutions, managing order details and supporting the overall customer experience.

Qualifications

The ideal candidate will:

- Learn quickly and adapt to multiple customer order entry processes
- Be highly detail-oriented and quality-focused
- Possess strong analytical and investigative skills
- Have excellent customer service and communication skills
- Be comfortable working with customers and colleagues at all levels
- Have strong computer and data entry skills
- Demonstrate proficiency in Microsoft Word and Excel
- Possess solid math and problem-solving abilities
- Have professional telephone and interpersonal skills

Previous experience in a customer service or office role within a manufacturing environment is preferred but not required.

Schedule

- Full-time position, Monday–Friday
- Hours generally range between 7:30 a.m. and 5:00 p.m.
- 8.5-hour shift with a 30-minute unpaid lunch

Benefits

Oshkosh Coil Spring offers a competitive benefits package, including:

- Health Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- Disability Insurance
- Health Savings Account (HSA)
- Health Reimbursement Arrangement (HRA)
- 401(k) Retirement Plan
- Paid Vacation
- Paid Holidays

Additional Information

- Pre-employment drug screening required

How to Apply

If you're a detail-oriented professional who enjoys helping customers and wants to grow with a stable, family-owned manufacturing company, we encourage you to apply today.

Apply online: oshkoshcoilspring.com/careers

Email: HRManager@oshkoshcoilspring.com

Call: (920) 235-7620

Visit: 3575 N. Main St., Oshkosh, WI 54901

Oshkosh Coil Spring is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, disability, veteran status or any other protected status.