



Customer Experience / Front Desk Representative

Metalcraft, a 70-year old employee-owned company headquartered in Mason City, Iowa, is seeking an experienced customer service professional to join our Customer Experience team.

This Customer Experience Representative has responsibility to provide primary phone reception and receive visitors to the plant and office, provide support to Marketing & Customer Experience team, and perform backup duties for Administrative Assistant/Sales Support.

Major Duties:

- 1) Provide primary phone reception for seven-line phone system.
 - a) Prequalify calls and transfer to appropriate channel (i.e., Inside Sales, Account Specialist or Customer Service).
- 2) Receive visitors to the plant and office.
- 3) Provide support to Marketing & Customer Experience Team.
 - a) Assemble sample packets.
 - b) Complete vendor forms.
 - c) Update CRM per procedure
 - d) Send out UID verification reports per procedure
 - e) Scan legacy files into Epicor
 - f) Send out order acknowledgements
- 4) Provides support to Customer Service.
 - a) Manage Metalcraft email folder
 - b) Review orders for on-demand accounts
- 5) Work on team, VP Marketing & CX, and COO projects.
- 6) Follow and adhere to Traction, V/TO system, including developing “rocks” and “issues” and accomplishing “rocks” per plan.
- 7) Write and maintain work procedures.
- 8) Adhere to customer centric principles including our three promises and taking care of “Frank.”

Backup to Executive Assistant Duties:

- 1) Act as backup for Administrative Assistant/Sales Support.
 - a) Enter leads per procedure
 - b) Send out samples per procedure
 - c) Send out samples, literature and supplies to reps per procedure

Special Job Characteristics:

- Oral & written communication skills
- Organizational skills

Education:

- High school

Experience:

- Skilled in operation of multi-line phone system

Metalcraft is a values-driven industry leader providing innovative identification solutions coupled with outstanding service and support. In addition to being rock-solid and rapidly growing, Metalcraft is recognized throughout North Iowa as a Top Workplace. We are an Employee-owned company (ESOP) that offers competitive pay, comprehensive benefits, an advanced manufacturing environment, and a challenging/rewarding team-based culture.

If you are looking for a rewarding career with a company that values your abilities, come grow with us!