

MaxLife Industries is a North Carolina-based manufacturer of high-performance building enclosure products for the commercial high-rise, mid-rise, low-rise, and multifamily markets. Our innovative products have quickly become key design and structural components in new construction and renovation projects for hospitals, gyms, office buildings, storage facilities, multifamily and mixed-use developments, municipal buildings and many others across the country.

To support our business' tremendous growth and new market opportunities, we are seeking a full-time hourly Customer Service & Office Administrator at our Salisbury, North Carolina manufacturing plant. This position is ideal for experienced professionals with several years of customer service and administration experience in an office setting.

As a thriving and innovative business, the individual is expected to take ownership of conducting the company's customer service activities while maintaining a well-run office environment. Our staff works closely together to generate new ideas, track new opportunities and support each other in thinking and acting with innovation in mind. We're looking for someone to help us grow and contribute to our team atmosphere.

### **Job Responsibilities:**

Customer Service duties include:

- Serve as first point of contact for customer service emails and phone calls.
- Respond to Customer questions as needed and coordinate responses with co-workers.
- Assist in the creation of Customer Quotes and Sales Orders in electronic systems as needed.
- Help maintain updates to the "Job Board" to coordinate the tracking of needed job information, shipment schedules, etc.
- Assist with Customer communications related to Customer Order Confirmations, order statuses, order changes and more.
- Assist in the coordination of freight and shipping activities for Customer Sales Orders.
- Assist in the processing of invoice transactions in electronic systems and maintaining hard copies.

Office Administration duties include:

- Manage and coordinate ordering of office supplies.
- Coordinate work with vendors such as cleaning company, pest control, water delivery, etc.
- Support the employee recruitment and interviewing process by processing job applications, scheduling interviews and responding to inquiries.
- Coordinate preparation, delivery and cleanup of company meetings and events.
- Check mail daily and coordinate shipping.
- Manage needed updates to phone system.
- Maintain cleanliness and organization of lobby area, and ensure that safety glasses, non-disclosure forms, brochures and other items for guests are available.

Additional responsibilities include:

- Maintain priority project list in Asana and report-out on top three priority items in weekly team meetings.

- Support co-workers in completing their projects and tasks, as needed.
- Ensure proper coverage and planning is in place ahead of scheduled vacations and planned absences.
- Process AIA and other continuing education credits as needed.

**Qualifications & Skills:**

- Office administration.
- Customer service.
- Sales order management (processing quotes and orders) preferred but not required.
- Professional communications via phone and email.

**Education & Experience:**

- High school diploma, GED, or equivalent.
- Two to three years' customer service or office administration experience in an office setting.
- Specific industry experience preferred but not required.
- Proficient with Microsoft Office software, general accounting software and phone systems.

**Benefits:**

- Competitive hourly pay with ongoing time-driven performance pay increase opportunity.
- Healthcare, dental and vision insurance available after successful completion of 90 days of employment.
- Paid federal holidays.
- Flexible work schedule including opportunities to work remotely on a limited basis.

**Work Hours:**

Monday through Friday, 8am – 5pm with one-hour lunch break daily.

**Supervisor:**

This role is supervised by the Marketing & Business Process Director.

**To Apply:**

Submit a Cover Letter, Resume and Application on our website at [www.MaxLifeIndustries.com/Careers](http://www.MaxLifeIndustries.com/Careers).

- Work samples will be requested for candidates of interest.
- No phone calls or emails, please.