



STOCKWELL ELASTOMERICS, INC.

4749 Tolbut Street • Philadelphia, PA 19136

(215) 335-3005 • Fax (215) 335-9433

www.stockwell.com • e-mail: service@stockwell.com

Job Title: Customer Service Representative

Accountability - Reports to the Customer Service Representative Manager

Job Summary - Due to the continued growth in the silicone market, Stockwell Elastomerics, an industry-leading converter of silicone rubber, is seeking an energetic, enthusiastic, team-oriented customer service representative to support its Rapid Response business model. This customer-focused individual will become a valued contributor to the Customer Service team by responding to daily inquiries, such as product information, quoting, and order entry. Requests may be received via email, phone, customer portals or customer visits. This position will have opportunity for advancement within the role based on performance.

Duties and Responsibilities

- Develop a basic understanding of Stockwell Elastomerics' product technology and applications
- Become the face of Stockwell Elastomerics for a defined segment of its customer base
- Develop RFQs into quotations and perform basic estimating
- Process all order types through the ERP system
- Respond to expedites, change order and cancellation requests
- Enter sample orders and follow-up with customers
- Manage customer portals
- New customer set-up and maintenance
- Check customer orders for accuracy
- Develop the capability to recognize opportunities that fit the Stockwell model and will support our growth objectives
- Answer customer phone calls
- Become a subject matter expert with the ERP system
- Support the Customer Service team during vacation, special projects, etc...
- Other duties and tasks as assigned by management

Skill and Education Requirements

- 4 year college degree preferred but not required
- Customer service experience preferred but not required
- Experience in a manufacturing environment (not required, but beneficial)
- Ability to learn how to interpret technical drawings and specifications
- Attention to detail and a drive for high quality work as core strengths
- Proficient in Microsoft Office Suite
- Experience transacting with customers through a portal environment
- Excellent verbal and written communication skills with the ability to remain positive in an ever-changing, fast-paced environment

Inter-Relationships

- Must relate well with fellow employees and promote team agenda
- Must communicate well with Sales, Quality, Production and Technical departments
- Pleasant, upbeat personality, good listener and able to remain calm in demanding situations
- Bias for action, able to organize and prioritize multiple issue with minimal warning

Working Conditions

- Must be able to work a 40-hour week with extended hours as needed to accomplish objectives as required
- Must be comfortable in a fast paced environment



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Prepared by: Sandy Greenhalgh
Approved by: Bill Stockwell
Date: 5/13/2021

Stockwell Elastomerics is an equal opportunity employer.

[Apply online](#) or send resume to:
Stockwell Elastomerics, Inc.
Human Resources Dept.
4749 Tolbut St
Philadelphia, PA 19136
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