



Connor Manufacturing Services is a global provider of customized solutions for precision metal stamping, wire forms, springs and integrated assemblies to a variety of markets. We have an exciting opportunity for an experienced Customer Service Manager to join our Portland team in our facility conveniently located just off I-84 and Marine Drive.

The Customer Service Manager's key responsibilities include:

- Managing customer service functions, such as customer correspondence and contract review.
- Acting as the customer liaison between production, engineering, sales and quality departments.
- Supporting and participating in the RFQ process.
- Performing front-end functions, including requotes, customer calls, etc.
- Ensuring terms and conditions of quotes are met (MOQ's, EAU's).
- Resolving issues related to customer orders, quotes and material liability.
- Supervising the customer service team.
- Forecasting house accounts.
- Managing EDI data.
- Participating in management meetings, including updating and discussing department slides.
- Coordinating SMI, VMI, Kanban and other similar stocking programs.

Candidates must have 5+ years of manufacturing industry experience in a customer service or account management leadership role, preferably for a contract manufacturer that services the aerospace or automotive industry.

Minimum requirements:

- *High school diploma or GED. Bachelor's Degree preferred.
- *Computer proficiency in Word, Excel, PowerPoint, Outlook and ERP/MRP.
- *10-key and typing skills.
- *Strong communication, presentation and interpersonal skills.
- *Professional and friendly demeanor.
- *Ability to multi-task, organize and prioritize.
- *Experience working with EDI and knowledge of ISO/IATF/AS quality standards are a plus.

Connor operates Monday through Friday, providing a positive work-life balance for employees. Employees also enjoy a competitive benefits package, including group medical, dental and vision plans, 401k, paid holidays, generous PTO, and more!

To learn more about Connor, please visit us online at www.ConnorMS.com.

To apply, please submit a current resume and cover letter to SRoss@ConnorMS.com. We have an immediate opening that we are looking to fill by the end of June!