



Commercial Vehicle Group, Inc. (CVGI) is a diversified industrial company that provides seating systems, electro-mechanical assemblies, wire harnesses, plastic parts, engineered structures, panel assemblies, and warehouse automation subsystems for many markets including ecommerce, e-tailing, trucking, last-mile delivery, electric vehicles, military equipment, warehouse equipment, buses, construction equipment, agricultural vehicles, specialty transportation vehicles, mining, industrial equipment and off-road recreational markets.

We are currently seeking an experienced **Customer Service Representative** at our Piedmont, AL facility.

**In this role, the incumbent will:**

- Direct and coordinate customer service activities to include:
  - Receipt and accurate data entry of customer orders as well as management of these orders.
  - Request and obtain documentation where required; maintain and analyze open orders, ensure accuracy of pricing and order details; take necessary actions to ensure on-time shipments.
  - Ensure drop-in orders are managed in a timely manner that balances CVG's needs.
- Act as point of contact for external customers. Provide superior level customer service through first call resolution, preventing need for callbacks.
  - Respond to customer inquiries, provide order status order status, product availability, pricing, technical assistance, and support any customer issues.
  - Report customer order increases and special orders to Sales and Materials.
  - Resolve customer complaints – product related or otherwise, report customer dissatisfaction to manager for follow-up and improvement.
- Review EDI manual orders and resolve any issues.
- Responsible for EDI and Spot Order Management consisting of reconciling order quantities and monitoring error reports, act when necessary.
- Participate on special teams and complete additional duties as needed.

**Requirements:**

- HS diploma or equivalent and 2-4 years related experience; prefer experience in an automotive or trucking based business. Combination education and/or experience may be considered.
- Good understanding experience with the customer service process.
- Excellent problem solving, organizational, and customer service skills.
- Strong written and verbal communication skills with a high degree of accuracy under pressure; understand and convey technical instructions to internal and external customers.
- Top notch organizational and follow through skills; ability to multi-task.
- Fluent with MS Office 2016/365 including advanced Excel/PowerPoint/Access; operate in multiple ERP and Electric Electronic Order Entry systems.
- Team player able to work well in a group in a fast-paced manufacturing environment.
- Flexible availability to work atypical hours to support plant operations when needed.

We are unable to offer sponsor for this position at this time.



Our eligible associates enjoy competitive wages and benefit package including comprehensive medical, dental, vision, 401(k) plan, company paid life insurance, paid holiday, and vacation time off.

Resumes may be submitted as directed below. Please include the job title in all submissions.

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614-289-0377

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Different people approach opportunities and challenges differently which improves outcomes for customers, employees, and shareholders. CVG is committed to diversity and inclusion and welcomes qualified applications without regard to race, color, religion, sex, sexual orientation, gender perception or identity, national origin, age, marital status, protected veteran status, or disability status or any or any other status protected by law.