



Customer Relations/Administrative Support

At PacMin, PEOPLE matter. Teamwork, respect for one another, pride of ownership and an unshakable commitment to quality define the culture at PacMin. Who we are is every bit as important as what we are...the sum total of talented professionals and experienced staff operating as one to meet our company's and our customers' goals. We're dedicated to high performance, take pride in our accomplishments and enjoy one another's company at the end of a good day's work. Our culture permeates everything that we do, from reliance on each other to the lasting friendships we build.

We are looking for an **Customer Relations/Administrative Support** to join our team of talented and enthusiastic professionals!

EDUCATION: Bachelor's Degree in Business, Communications, Marketing, Aviation or related field is desired. Minimum of 3 months of experience in an Administrative, Sales, Customer Relations, Aviation or equivalent.

DUTIES/RESPONSIBILITIES:

- Provide administrative support for the Sales department
- Follow up on orders as requested to address any production or shipping concerns
- Follow up on graphics inquiries with the customer
- Request shipper approval from the Sales team
- Obtain logistics and shipping information from internal and external customers; ex. freight carriers information
- Coordinate with shipping department to evaluate shipping methods
- Coordinate with the Front Office team on customer visits
- Plan, coordinate and schedule meetings for the Sales team
- Assist with order entry and quote requests when needed
- Update customers on orders statuses
- Answering Customer Relations and Sales phone line in a timely manner
- Respond to phone and e-mail inquiries and repair requests in a timely manner

KNOWLEDGE, SKILLS AND ABILITIES DESIRED:

- Detail-oriented and able to work in a fast-paced, time-sensitive environment
- Excellent written, verbal and interpersonal communication skills coupled with the ability to work in a team environment is essential
- Ability to adapt and work effectively in an environment with changing priorities
- Computer proficiency with MS Office applications, especially Outlook, Word & Excel
- Ability to develop strong relationships with internal and external customers
- Experience with lean manufacturing, MRP/ERP System preferred
- Excellent organizational, planning and prioritization skills

- Passion for aviation is a plus but not required

WHAT WE OFFER?

Besides a GREAT culture, recognition programs, business casual dress code, monthly celebrations, fun events throughout the year, and a complete benefits package

If this position sounds like it's for you, we want to talk to you! Please visit and apply on our PacMin Careers: <https://pacmin-inc.hiringthing.com/>

PacMin is an Equal Opportunity Employer.