



## **Job Description**

**Position:** Customer Service Associate

**Reports To:** Customer Service Supervisor

**Location:** North Charleston, SC

### **Position Overview**

The Customer Service Associate supports Mainstream Pine Products' customers by processing orders, responding to inquiries, and assisting with issue resolution. This role ensures accurate and timely order entry, provides professional communication with customers, and coordinates with internal teams to support order fulfillment. The Customer Service Associate helps maintain strong customer relationships and contributes to MPP's reputation for responsive and reliable service.

### **Key Responsibilities**

- Accurately enter customer orders into ERP or order management systems and verify order details.
- Respond promptly and professionally to customer inquiries via phone, email, or other channels.
- Provide customers with information regarding order status, product availability, pricing, and delivery schedules.
- Coordinate with shipping, supply chain, and production teams to ensure accurate and timely order fulfillment.
- Assist with resolution of customer issues or complaints, escalating to the Customer Service Supervisor as needed.
- Maintain accurate records of customer interactions, orders, and account information.
- Support preparation of shipping documents, invoices, and related order paperwork.
- Contribute to continuous improvement initiatives aimed at streamlining customer service processes.
- Represent MPP with professionalism and a customer-focused mindset in all interactions.

### **Qualifications & Skills**

- High school diploma or GED required; associate's or bachelor's degree in business, supply chain, or related field preferred.
- 1–3 years of experience in customer service, order entry, or administrative support; manufacturing or industrial products environment preferred.
- Proficiency with Microsoft Office Suite and ERP/CRM systems.

- Strong verbal and written communication skills.
- Detail-oriented with strong organizational and problem-solving abilities.
- Ability to work effectively both independently and as part of a team.
- Commitment to professionalism, accuracy, and responsiveness.

**Physical Requirements & Work Environment**

- Work performed primarily in an office environment with regular coordination across plant operations.
- Ability to sit, type, and communicate by phone or computer for extended periods.
- Occasional exposure to plant or warehouse environments, requiring PPE.

**Employment Type & Schedule**

- Full-time position.
- Primarily day shift, with flexibility for extended hours based on customer or operational needs.

**Equal Employment Opportunity**

Mainstream Pine Products is an Equal Opportunity Employer. We do not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other characteristic protected by law. All employment decisions are based on qualifications, merit, and business needs.