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All times are in Eastern Daylight Time.

Requisition #	2016-5534	# of Openings	1
Job Locations	US-DE-Wilmington	Posted Date	5/11/2016
Category	Administrative and Support Services		

More information about this job:**Overview:**

Solenis is a leading global manufacturer of specialty chemicals for the pulp, paper, oil and gas, chemical processing, mining, biorefining, power, and municipal markets. The company's product portfolio includes a broad array of process, functional and water treatment chemistries as well as state-of-the-art monitoring and control systems. These technologies are used by customers to improve operational efficiencies, enhance product quality, protect plant assets, and minimize environmental impact. Headquartered in Wilmington, Delaware, the company operates 30 manufacturing facilities strategically located around the globe and employs a team of 3,500 professionals in 118 countries across five continents. For additional information about Solenis, please visit www.solenis.com | [Twitter](#) | [LinkedIn](#).

Solenis is staffed with great minds and powered by ingenuity. When you join the Solenis team, you become part of a global community of 3,500 experts who work together to provide advanced process and water treatment solutions. Our team members take pride in their ability to think dynamically and help solve our customers' unique challenges. If you're interested in becoming a part of our elite team, please explore our current career opportunities.

Description:

We are currently looking for a Global Trade and Customer Service Lead**. The position will be located at our headquarters in Wilmington, Delaware and report to the North America Manager of Global Trade and Customer Service – North America Supply Chain.

As a Global Trade (GT) and Customer Service (CS) Lead for North America, you will be responsible for being first point of contact for all issues/problems that a Customer Care Specialist or Global Trade Coordinator might have. You will process reports to ensure: orders delivering on time, invoices are being billed on time, approving time off requests, ensuring weekend afterhours phone coverage is in place, releasing credits/debits/returns, and attend meetings that will involve the customer service team.

Responsibilities:

- First point of escalation for any issues/problems that may raise within the team
- Identify needs and opportunities within the team and review with Supervisors
- Work with team members daily to complete and update all orders on the Sales Order Management Report, Export/Import Cockpits, etc.
- Ensure all unbilled orders are completed and billed
- Release requests for credits/debits/returns
- Review and approve internal incidences as required
- Manage and generate monthly KPIs
- Set up weekend coverage for afterhours phone and be a part of the phone coverage if needed
- Send out weekly report for all short payments to team
- Assist in on-board training and coaching of new employees
- Ensure month-end checklists are completed on time; review and identify items for escalation
- Follow up with unconfirmed samples and re-order requests in SF.COM
- Coordinate with Power Users to enter and follow up with Help Desk Tickets as needed
- Review portal and penny report to ensure orders are being billed on time
- Follow and support adherence to Processes and Policies within department and within Solenis
- Complete any other reports that are assigned
- Attend weekly leadership meetings and contribute topics and highlights for review
- Actively participate in and present discussion/training topics in weekly team huddles
- Support other supervisors and Manager in the department as needed

The successful candidate must understand and support Global Supply Chain and Commercial unit strategy. The candidate will work with all members of the organization to communicate issues and/or needs for orders. Act as the liaison to the organization on matters related to the customer service team.

***This job is based on a ladder structure and the job level (salary) will be determined by the quantity and quality of your experience.*

Qualifications:

- Bachelor's Degree preferred
- Must have a minimum of three or more years of experience in Customer Service and/or Global Trade
- Must have a mastery of all customer care specialist activities
- Microsoft Excel, Word and PowerPoint proficiency a plus
- SAP knowledge a plus
- Must have excellent demonstrated interpersonal skills
- Must be able to work in a fast paced environment with complex business scenarios
- Must be detail oriented and have strong problem solving skills
- Must be able to communicate effectively with all levels of the organization (both oral and written)
- Must possess the following skills: Critical Thinking, Teamwork, Interpersonal, Communication, Quality, Efficiency, Innovation, Market Focus, Action oriented, People Focus, and Results driven
- Must be authorized to work in the United States

At Solenis, we understand that our greatest asset is our people. That is why we offer competitive compensation, comprehensive benefits and numerous opportunities for professional growth and development. So, if you are interested in working for a world-class company and enjoy solving complex challenges, whether in the lab or the field, consider joining our team.

Solenis is proud to be an Equal Opportunity Employer Minorities / Women/ Veterans / Disabled.

Solenis is proud to be an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or protected veteran status and will not be discriminated against on the basis of disability.

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We do not accept resumes from external staffing agencies or independent recruiters for any of our openings unless we have a signed recruiting agreement in place to fill a specific position.

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