

Business Technology and Customer Service Professional

Makray Manufacturing is a plastic injection molding company with over 25 molding machines and up to 100 employees all managed by a strong and dedicated core team. Makray has been in plastic injection molding for over 60 years. We are currently seeking a candidate with a broad array of experience in business, technology, and customer service areas. The ideal candidate would possess all of the traits outlined below, but strong candidates with the ability to learn quickly and adapt to a dynamic environment will also be strongly considered.

Day to day activities include responding to customer inquiries, generating quotes, working primarily inside of Excel, as well as dealing with everyday IT issues in conjunction with our long time outside IT provider. Candidates will also be required to learn our ERP system (IQMS). Strong candidates will have excellent communications skills and the ability to work with a team, but are also self-directed and are able to complete work with minimal supervision.

This position will ramp up in responsibilities quickly, and candidates should be seeking a career-level position that will evolve with them. In turn, Makray Manufacturing provides a flexible work environment with competitive pay and excellent benefits.

Excel

- Ability to create, modify, and understand complex Excel formulas
 - IF/THEN statements
 - VLookup/HLookup
 - Mathematical expressions
 - Formula troubleshooting
- Excel Function Understanding
 - Sort and Filter
 - Sum and Average
 - Compare
 - Conditional Formatting
 - Links – Creating/Breaking
 - Searching / Find and Replace
 - Bonus – Pivot Tables, Names/Variables Management and Creation, Macros
- Can generate human readable reports (useful reports, formatted to maximize functionality)
- Can generate printed and PDF documents
- Charting and Graphing ability

Mathematics

- Ability to create and understand formulas
- Understands the use of fractions and ratios and other mathematical concepts
- Confident in ability to process math heavy questions or create math heavy solutions to business problems

Customer Service/Business

- Track record of increasing responsibilities
- Customer oriented – Clear communicator with exceptional people skills
- Ability to push margins when possible as well as clearly communicate price fluctuations with customers

- Experience quoting generating quotations
- Sales/Influence abilities
 - Sell more product (because higher volume better pricing, etc)
 - Perform prompt follow ups to customer requests as well as follow up leads and projects
 - Comfortable with phone, email, and text communications (office phone, desktop, and cell phone)
 - Thoroughly performs work – checks and rechecks for accuracy, develops a personal system to assure that correct data is being transmitted to customers and is not afraid to ask for help.
- Ability to work with a team and be sensitive to individual needs of colleagues

Manufacturing

- Ability to review quality of products when necessary and report issues to proper team members when necessary
- Experience in a manufacturing environment a plus or the ability to quickly understand basic concepts of injection molding as necessary to complete other job functions (communicating product issues internally or to customers, quoting/estimating, etc)
- Bonus – experience with industrial computer systems and hardware in support of legacy hardware and software

Technology

- Basic Troubleshooting
 - Internet
 - Phones/Mobile Devices
 - Email
 - Printers/Scanners
 - Desktop Computers/Laptops
 - Monitors
 - WiFi
- Basic Maintenance
 - Tape Changes
 - Server checks (ability to recognize issues that need escalation)
 - Changing Toner and loading paper
 - Verify backups are being completed successfully
- Utilize Remote Software
 - Remote Desktop (RDP)
 - GoToMyPC
 - Has used TeamViewer/GoToAssist
- Documents important data, such as Usernames/Passwords/IP Addresses as needed in existing documentation
- Basic understanding of network (including WiFi) hardware and software
- Ability to identify future business technology needs
- Experience in having a purchase limit and utilizing that limit responsibly in order to support day to day operations – also brings the current or future needs of larger expenditures to management’s attention
- Ability to learn website Content Management System (CMS-Wordpress) to update website as needed