

Sunnen Products Company was founded in 1924 by Joseph Sunnen. Since then, Sunnen Products Company has been a global leader in the manufacturing and distribution of bore sizing and finishing equipment, engine rebuilding equipment, and tooling and abrasives. As the leading global manufacturer of precision honing equipment and related accessories, Sunnen Products Company provides excellent employment opportunities for those in search of a challenging and rewarding career. We pride ourselves on our quality products, exceptional customer service and highly valued employees.

Sunnen is an equal opportunity employer and provides a friendly, family-oriented atmosphere. Sunnen maintains a high retention rate. About 60 percent of our employees have 10-plus years of service while 25 percent have 25-plus years of service. Currently, our average length of service is more than 15 years.

### **Job Description**

The position offers a nice mix of work, processing multinational customer requests in a team-oriented environment. International and US duties are not performed concurrently. International customer service involves careful completion of export documentation to federal regulations for generally large orders while domestic customer service comprises a higher volume of smaller orders.

### **FUNCTIONS OF THE JOB**

1. Establish strong, effective working relationships with customers and coworkers.
2. Process customer purchase orders received by phone, e-mail, web, etc.. Advise customers of pertinent order information, such as pricing, delivery, and terms of sale. Assist customer with simple product selection and offer alternatives and/or upsell, accordingly.
4. Provide leads ascertained from customer interactions to appropriate sales personnel.
5. Refer technical, service, and engineering application requests to technical support.
6. Provide prompt follow up on customer issues.
7. Perform international customer service functions to meet customer needs, always adhering to federal regulations. Screen customers against Restricted Party Lists. Ensure electronic export information (EEI) is filed properly in the automated export system (AES). Process letters of credit and ATA carnets.
8. Arrange logistics and prepare shipping documents for international shipments via Sunnen's network of foreign entities, distributors, end customers, freight forwarders and customs brokers. Populate country of origin to support free trade agreements and correct trade balance data. Comply with data privacy laws.
9. Input information into our CRM data base for accurate and update to date recording of activities.
10. Strong written and verbal communication skills in both English and Spanish Languages.

### **Company Benefits**

- Medical, Dental, and Vision benefits – effective day one
- 401K with 3% match
- Life insurance and Short Term Disability – 100% company paid
- Plant Medical – Nurse on-site Monday through Friday. SSM physician and Chiropractor every week providing free services for employees.
- 13 Paid Holidays, paid vacation
- Access to Sunnen Lake (Potosi, MO) – a private owned lake for Sunnen employees adjacent to the YMCA of the Ozarks. There are cabins, campgrounds, fishing, kayaking, playgrounds, and much more all at no cost to employees!
- Tuition Reimbursement - \$5,250/year

Sunnen provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.