

EMPWR

## EMPWR – Customer Service Coordinator

YOUR  
CAREER

### Customer Service Coordinator

#### EMPWR is Growing – Join Our Team!

We make healthy, delicious snack bars and are expanding fast. With over 1,300 employees across modern facilities, we focus on teamwork, safety, and growth.

Be part of our journey to shape the future of healthy snacking in our state-of-the-art production facilities.

#### Job Summary

The Customer Service Coordinator is the primary contact and communication focal point between the Co-Pack Customer and the plant, ensuring that customer demands are met with precision and excellence. The ideal candidate will be proactive, detail-oriented, and possess strong communication skills to manage the customer service responsibilities effectively. This position engages with employees across the business, including warehouse, production and office areas.

#### Responsibilities

- Manage customer orders from acceptance to shipment and invoicing.
- Address customer inquiries and resolve complaints.
- Coordinate with warehouse and production teams to ensure smooth operations.
- Monitor customer forecasts, order minimums, pricing, and lead times.
- Oversee material flow and handle related administrative tasks.
- Communicate production material needs to customers.
- Track and balance customer-owned materials, preventing overstock and waste.
- Schedule and attend customer meetings and visits.

### What you Bring

- Bachelor's degree in Business Administration, Marketing, or a related field preferred.
- Proven experience in account coordination, customer service, or a related role in a manufacturing environment.
- Excellent communication and interpersonal skills.
- Strong organizational and multitasking abilities.
- Proficiency in Microsoft Office Suite and CRM software.
- Ability to work independently and collaboratively in a fast-paced environment.
- Detail-oriented with strong problem-solving skills.

## There are plenty of reasons to work at EMPWR USA, such as:

- **Innovative Environment:** Work with cutting-edge production technology and help shape the future of food processing.
- **Dynamic Role:** No two days are the same, with a wide variety of projects and challenges.
- **Growth Potential:** Join a team that values your insight and is committed to continuous learning and improvement.

Ready to bring your expertise and passion for production to a growing team? Apply today!

<https://www.empwrnutrition.com/>