

## Job Opportunity Notice

Position : **Customer Relations Professional**  
No of positions : 1  
Location : Dallas  
Posting Date : January 10, 2012  
Expiration Date : February 10, 2012  
Department : Customer Relations  
Supervisor : Customer Relations Manager  
Category : Band 8

### GENERAL ROLE OF POSITION:

This position represents an excellent opportunity whether you want to establish a long and rewarding career in customer relations, or showcase your talents in order to move into other areas of our company. At OXEA we regard the **Customer Relations Professional (CRP)** role as one of the most important in our organization, and we'll ensure you receive extensive ongoing training and provide you with solid feedback and support to help you achieve your goals. You'll join a tight-knit team serving loyal, long-term customers.

Under limited direction of the Customer Relations Manager, the CRP is responsible for communication with respective accounts and terminals to coordinate the attainment of the highest customer service levels.

### PRIMARY DUTIES:

- Ensures perfect order fulfillment of orders and resolves issues as required.
- Works within a team-based environment while exercising independent judgment and discretion as needed with minimal supervision.
- Acts on preventive and corrective actions in personal area of influence and competence.
- Builds key relationships with external customers, as well as internal customers such as marketing, sales, supply chain planning, ship points, ESHA, and commercial procurement.
- Manages the execution of orders according to procedure, including but not limited to entry/modification of sales, stock transport, product returns, and the detection, documentation and resolution of process failures.
- Ensures on-time shipment and delivery according to procedure, including tracking and expediting or use of other problem solving techniques.
- Resolves unique and complex issues due to product and equipment constraints.
- Coordinates customer complaints by entering, researching and responding with resolution to related issues.
- Analyze and monitor customer order pattern to enable business to achieve monthly sales plan; provide proactive feedback on abnormal demand patterns.

## **REQUIRED SKILLS/QUALIFICATIONS:**

- SAP Knowledge
- Bachelor's Degree – BS or BA
- 2-5 years of related experience
- Strong work ethic
- Customer Focused – able to build strong relationships with customers that instills confidence, loyalty and trust.
- Strong computer skills including Microsoft Office Excel, Word and PowerPoint.
- Strong organizational skills – organizes daily work such that daily tasks and projects are completed on time.
- Excellent written and verbal communication skills.
- Applied advanced problem solving skills.
- Results Oriented – Demonstrated ability to work within a self-regulated team environment.
- Has the ability to learn and develop new skills quickly to adapt to change.

## **DESIRABLE SKILLS:**

- Analytical Independence – develops innovative ways to manage their work using their own knowledge and available resources.
- Business Minded – understands the business impact of the decisions made in the interest of satisfying customer's expectations.
- Stress Tolerant – maintains composure in stressful situations, understands impacts of their actions when under pressure.

If this sounds like the right mix of challenge and opportunity for you, and you meet the qualifications, we want to hear from you!

Email or send your application to following email address or mailing address:

OXEА Corporation  
Human Resources Americas & China  
P.O. Box 1141  
Bay City, TX 77404 USA  
[OXEAHumanResources@oxea-chemicals.com](mailto:OXEAHumanResources@oxea-chemicals.com)

**No relocation assistance.**

**This position requires that the applicant be authorization to work in the United States**

*All individuals are invited to participate regardless of race, sex, age, color, national origin, marital status, religion, disability or veteran status and any other criterion prescribed by law.*