



Man-Tra-Con Corporation is working with a local employer to fill the following position:

**Job Title:** Customer Service/Account Support (CS/AS) (DK-071320-01)

**Location:** Herrin, Illinois

**Salary:** \$15.00 per hour, to start

### **Job Description**

**Natural Enrichment Industries, LLC (NEI)**, located in Herrin, IL is currently seeking an experienced Customer Service/Account Support (CS/AS) person to join our dynamic sales team. This fast-paced position works closely with the NEI team to ensure we meet or exceed our customer's expectations. Several of our customers are among the top companies in the world, and our team works hard to maintain these world-class relationships.

### **Essential Roles & Responsibilities**

Essential job duties for CS/AS include positive and efficient relationship building, customer service, data management, communications and teamwork to grow sales. In this role you will:

- Develop prospect and customer relationships through regular communication
- Make outbound calls to prospects and customers to build sales pipeline
- Prepare sales documentation, activity reports, and forecasts, as required
- Create polished proposals for prospects and customers related to sales opportunities
- Drive both sales growth and account retention by introducing new products to existing accounts
- Document conversations, contact information and other account documents effectively and accurately into CRM- Salesforce
- Regularly collaborate with team members to leverage strengths and grow relationships
- Coordinate with various departments to ensure high level of accuracy for all quotes, information and deliveries
- Provide back up support within sales team to ensure continuity
- Take responsibility for prospects and accounts, act as primary contact for all communications between customers and NEI
- Present a positive impression of NEI through timely responses and accurate information provided in professional and upbeat tone. Available for trade shows if needed
- Regularly share best practices and learning opportunities with peers
- May be assigned additional responsibilities and/or projects

### **Requirements**

- Bachelor's Degree preferred
- 3+ years of relevant customer service experience preferably in a manufacturing environment
- Proficient with MS Office 365, CRM, Salesforce, able to learn new software
- Working knowledge of the sales cycle and customer service
- Strong attention to detail and organization

- Strong written and verbal communication skills; work is error free and professionally formatted
- Strong analytical and problem-solving skills, able to think inductively and identify opportunities across market verticals
- Ability to multi-task in a fast-paced team environment
- No Felonies; NEI is a drug-free workplace

### **Benefits**

- Hourly pay plus potential commission from designated accounts
- Paid time off accrues after 6 months employment
- Health, Life, Vision, and Dental Insurance available after 90 days
- Access to 401(k)
- 100% tuition reimbursement for job related classes taken during employment at NEI

### **How to Apply**

This employment opportunity is available at no cost to you! To apply for this position, please email your resume and cover letter to [brendam@neitcp.com](mailto:brendam@neitcp.com) or apply in person at NEI, 1800 West Oak St, Herrin, Illinois 62948.

**Man-Tra-Con Corporation is a partner of the American Job/  
One-Stop Business & Employment Center, an Illinois workNet Center.**

*Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. © Copyright 2006-Present Man-Tra-Con Corporation.*