

Omni Powertrain Technologies

Omni Powertrain Technologies mission is to support the success of our customers – manufacturers that build equipment for agricultural, off-highway, commercial vehicle, and industrial markets. Our expertise is focused on powertrain design, and through our affiliated brands, we offer discrete components or system solutions for all types of powertrains – mechanical, hydrostatic, or electrical. We have a comprehensive product line of mobile and work drive solutions, premier hydraulic and electric drive partners, and can provide engineered and proprietary solutions for OEMs.

We can assist our customers' product development efforts through our capacity to internally design, develop, and manufacture custom powertrain systems, or by supplying discrete components to their specifications.

We maintain manufacturing and assembly operations on three continents and have developed an excellent supplier base for precision forgings and castings, gray and ductile iron, alloy steels, impact resistant thrust washers and bearings, fasteners, and other quality hardware.

In business since 1958, we are privately owned, customer oriented and focused on succeeding in what we set our eyes on.

Customer Service Account Specialist

As an account specialist, you will manage the needs of existing and potential customers. This includes creating price quotes, entering purchase orders, troubleshooting issues, provide status updates and following up with customers in the region in which you are assigned. There is also a strong customer service component to this position, as account specialists are often the first line of contact customers have when something goes wrong with their account or with the billing process.

What you'll do:

- As the primary contact for your customers, you will manage their order through the life cycle.
- Answer incoming phone calls and coordinate phone coverage.
- Perform order entry in the ERP system.
- Provide client support from order placement to shipping, communicating timely updates as needed, including, pricing review, spare parts quoting and new project planning.
- Forecasting, reconciliation and return goods authorization.
- Responsible for supporting inter-department workflows and handling special requests, and proactive problem-solving.
- Responsible for managing old stock as needed and engaging with current customers to reduce inventory.

- Audit accounts and customer schedules for accuracy.
- Update accounting details to ensure accurate invoicing.
- Deliver reports to clients by email.
- Take call notes and actions during internal and external meetings.
- Manage customer information within portals.
- Greets visitors promptly and professionally.
- Perform other duties and responsibilities as assigned.

What you need:

- High School diploma/GED (required)
- 2 years of relevant customer service experience (required)
- 2 years of experience working with Microsoft Office Suite, Excel, and ERP systems (required)
- Ability to solve complex problems without established protocols and procedures
- Ability to effectively manage and prioritize tasks
- Ability to adapt to change
- Effective written and verbal communication skills
- Ability to successfully present information and respond to questions
- Ability to interact with various levels of customers, management and work independently
- Ability to work in a fast paced, multi-tasking, high volume environment.

Benefits:

- 401(k) matching
- Dental insurance
- Health insurance
- Vision insurance
- Life insurance
- Generous paid time off
- PTO rollover