



Position: Customer Service & Purchasing Coordinator

Division: Lime City Manufacturing

Reports To: General Manager

Location: Office/Warehouse

FLSA Status: Non-Exempt

Job Type: Full Time

Position Overview

The Customer Service / Purchasing role is responsible for managing the order entry process, providing responsive customer service, and coordinating purchasing activities to support production. This position compiles and records production data, generates reports (including shipping schedules), and serves as a key liaison between customers, suppliers, and internal departments. The ideal candidate is detail-oriented, organized, and able to work effectively in both office and shop environments.

Essential Duties and Responsibilities Some responsibilities are directly related to the ISO standard and is the responsibility of this position to maintain compliance with the standard and be prepared to provide proof of compliance during an ISO surveillance or recertification audit.

Customer Service & Order Management

- Provide responsive, professional customer service to existing customers.
- Receive and process customer orders and change orders; entering them and related date into the company system
- Manage the order entry and order acknowledgment process.
- Generate and distribute reports, including shipping schedules.
- Perform invoicing and maintain accurate documentation.
- Communicate effectively with customers regarding order status and related inquiries.

Purchasing & Supplier Management

- Review inventory levels to determine material availability.
- Obtain material pricing and quotes from suppliers.
- Place orders for raw materials and outside services as needed.
- Meet with suppliers and sales representatives.
- Evaluate and rate suppliers based on performance metrics impacting production.
- Match material and outside purchase documentation for the Controller packet after Quality Control review.
- Purchase office supplies and shop supplies as needed.

Production & Administrative Support

- Enter and manage production-related data, including work orders.
- Review work orders to verify material issuance, hours and counts and close work orders.
- Assist with inventory audits.
- File documents and maintain organized records.
- Deliver parts to Muncie, UPS or FedEx as needed.
- Provide backup support for press operations, sorting, shipping, and receiving when required.
- Perform additional duties as assigned to support business operations.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience

One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, part prints, material requirements, outside service requirements, and procedure manuals. Ability to write routine correspondence.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel; reach with hands and arms; talk or hear; and smell. The employee frequently is required to walk. The employee is occasionally required to stand. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.