



Mueller Company – Customer Service Representative Opening
Water Products Division
Salary Range: \$32,000 Base Pay

Mueller Company (Mueller Co.), the nation's leading manufacturer of flow control devices for the water and gas distribution industries, has an opening in our Customer Service Department for a Customer Service Representative. This position is located at Mueller's Corporate office in Decatur, Illinois and will report to the Customer Service Assistant Manager.

Duties will include, but not be limited to, the following:

- Assess and address external customer needs by providing stock checks, expedites, technical support, order history-tracking shipments, order entry and product applications/limitations.
- Provide support needed to resolve customer complaints and issues including all paperwork and follow up until process is complete.
- Act as liaison between outside sales representatives/customers and various plants. Work closely with Planners and Manufacturing Department Heads to provide current information on expedite requests and lead times.
- Engage in opportunistic and add-on sales activities.
- Carry out additional job responsibilities and duties as required.

This position requires extended use of a phone/head-set for up to eight hours per workday.

Required Qualifications:

- High school diploma or equivalent.
- Previous work experience or other activities demonstrating the requirement of a strong communications background.
- Intermediate computer experience with ability to quickly learn and navigate new computer programs.
- Ability to work in a team setting and gain trust and respect of various persons throughout Mueller's various locations and customer base.
- Must be customer-oriented and have the ability to make quick decisions in a professional and confident manner.
- Demonstrated organizational and time management skills

Ideal Qualifications:

- 2+ years of customer service and/or inside sales experience.
- Bachelor's degree in business or communications-related field.
- Strong experience in mainframe programs that include inventory control – such as AS400/JD Edwards (JDE).
- Familiarity with database programs such as Act/Outlook.
- Experience with phone-based customer service support systems
- Technical/Mechanical background
- Proficiency in Spanish or French languages a plus

Applicants not meeting the “Required Qualifications” listed above will not be considered for this position.

Primary work hours will be Monday through Friday. Regular start time will be between 7:00 - 8:00 a.m. with an end time between 4:00 – 5:00 p.m. This position does have a 60-minute unpaid lunch. Overtime may be required on an intermittent basis. (This position is non-exempt and eligible for overtime pay.)

No relocation assistance will be offered for this position.

Individuals interested in this position should apply through Monster.com (Keyword: “Mueller Company”) Resumes mailed, faxed, or dropped off will not be reviewed. Mueller Company will contact desired applicants to proceed in the hiring process. Please do not contact Mueller regarding the status of your application.

Resumes will be reviewed beginning December 4, 2009, and will continue to be reviewed until the successful applicant is chosen.

Mueller Company offers an excellent salary and benefits package. Current benefit offerings include: medical and dental insurance, 401K plan with company match, Employee Stock Purchase Plan program, short-term and long-term disability benefits, vacation, tuition reimbursement program, company-provided life insurance, supplemental insurance at group rates, and much more.

Mueller Company is an Equal Opportunity Employer.