



Customer Service Group Manager – Wellons, Inc.

For over 50 years, Wellons has been a leader in providing biomass-fired energy systems, lumber dry kilns, and related products and services. Firmly established, Wellons provides customers with complete services in design, engineering and manufacturing, as well as installation services and on-site technical services.

We currently have an opening for a **Customer Service Manager**. This is a salaried-exempt position based at Wellons' Vancouver, Washington corporate headquarters.

Essential Job Functions

- Accurate scheduling of service jobs in order to meet deadlines
- Effective direct contact with customers before, during and after sales, as well as with all Wellons personnel involved
- Develop and maintain relationships with existing customers
- Identify and develop relationships with potential new customers
- Provide on-site support for start-up of Wellons installation, as required
- Provide customer support as needed
- Interaction and communication with all Wellons departments
- Represent Wellons in meeting with customers, consultants, vendors and authorities
- Attend and contribute to weekly production meetings
- Department staffing according to present and anticipated future needs
- Implement, maintain and improve Wellons procedures
- Promote employee training for improved quality and productivity

Desired Skills

- Knowledge of the Forest Products Industry
- Familiarity with Biomass energy systems, lumber drying and customer service operations
- Exceptional communication skills
- Good written, verbal communication and math skills
- Proficiency in MS-Office applications (Excel, Word, Outlook)
- Ability to read mechanical and electrical drawings
- Excellent leadership and management skills
- Supervision and scheduling of personnel

Specific Requirements

- Possess a valid Driver's License
- Proficient in speaking, reading and writing in English language
- Ability to travel, walk around customer plants, navigate stairs and ladders

Wages and Benefits

- Competitive compensation package, including: medical, dental, and vision insurance, vacation and sick time programs, and profit sharing