



Customer Service 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.

Duties and responsibilities for this position include, but are not limited to:

- 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
- Represent Wellons in meeting with customers, consultants, vendors and authorities
- Attend and contribute to weekly production meetings
- Provide on-site support for start-up of Wellons installations, as required
- Provide customer support as needed
- Interaction and communication with all Wellons departments
- 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
- Excellent leadership and management skills
- Supervision and scheduling of personnel
- 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

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

Salary and Benefits

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

Qualified candidates should submit a resume and cover letter to: HR@Wellons.com