



Customer Service Coordinator

Every time you open the door to your home, there is a good chance you're using an RSL product. Our expertise embellishes the daily lives of millions of families and our people stand behind our products.

Would you like the opportunity to grow with a dynamic, innovative business with a human face, where people enjoy making a product they care about. Come and discover RSL. There is a whole world behind our doors!

RSL, a Novatech company, is an international manufacturer with a focus on entry doors for the residential building industry. We have operated successfully for nearly 60 years without interruption, or layoffs and offer our employees stability and opportunities for growth. The successful candidate will work at our Austintown, Ohio facility and join our customer service and order entry team to interact with our customers by email and phone.

What you will do

- Develop expert product knowledge of residential steel doors & doorglass
- Provide over-all support to customers by phone and email
- Establish pricing and enter orders daily in Oracle or Sage
- Process RMAs & credits
- Analyze warehouse stocking levels to create replenishment orders as needed
- Proof new orders to ensure accuracy

What do you need to succeed?

- 5-10 years of sales support and customer service experience
- Proficiency with Microsoft Office, including Word & Excel
- Excellent communication skills both verbal and written

What's in it for you?

- Competitive salary
- Opportunity for advancement
- Great medical benefits and retirement plan
- Flexible schedule



Novatech®

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Architectural
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THERE'S A WHOLE WORLD
BEHIND **OUR DOORS**

rslinc.com/careers

