



Sales / Customer Service Representative

Five Star Fabricating, Inc., is a fast-growing manufacturing company with a focus on innovation, customer service, and a winning mindset. We are currently seeking a highly motivated Sales/Customer Service Representative to join our Sales team. This position plays a key role in ensuring exceptional customer satisfaction through prompt, professional service and effective account management.

You will manage customer accounts across multiple market segments, process orders, resolve inquiries, and facilitate new product launches. Acting as the liaison between customers and production, you will ensure smooth communication on product development and delivery schedules. Occasional travel is required to promote the company and its products. Maintaining confidentiality of financial, material, and manufacturing processes is essential.

Responsibilities:

- Sales & Customer Engagement
 - Build and maintain customer relationships through proactive outreach.
 - Identify new sales opportunities and convert customers from competitors.
 - Promote products via trade shows, events, and sales calls.
- Account Management & Support
 - Assist customers with product inquiries, quotes, and order modifications.
 - Process returns, credits, and complaints promptly.
 - Maintain accurate customer records and facilitate marketing communications.
- Order Processing & Logistics
 - Handle inbound sales calls, order entry, and shipping coordination.
 - Provide timely updates on order status and estimated delivery.
 - Support in-person customer pickups and ensure seamless transactions.
- Problem Resolution
 - Address customer concerns by identifying issues, proposing solutions, and ensuring follow-ups.
 - Manage backorders and communicate shipment updates.
- General Duties
 - Adhere to company policies, safety standards, and quality procedures.
 - Stay updated on company products and industry trends.
 - Assist other departments as needed, including occasional shipping support.



Qualifications:

- High school diploma or equivalent required; associate or bachelor's degree in business, marketing, or a related field preferred.
- 2–3 years of sales or customer service experience, ideally in a manufacturing environment.
- Strong customer service skills and proficiency in Microsoft Office (Word, Excel, Outlook).
- Ability to multitask and stay organized in a fast-paced environment.
- Racing or high-performance automotive experience is a plus.

Five Star offers competitive compensation and benefits packages, as well as opportunities for career growth and development.

- Complete insurance coverage – Medical, Dental & Vision for employees and dependents.
- Health Savings Account.
- Company provided Life insurance.
- Supplemental Life Insurance for employees and dependents.
- Short- and Long-Term disability insurance.
- 401(k) with generous company match
- Paid holidays and vacation.
- Fitness center discounts.
- Cell phone discounts.
- Tuition reimbursement.
- Employee referral bonus program.

If you meet the above requirements and are interested in this opportunity, please submit your resume for consideration to hr@fivestarbodies.com. We look forward to hearing from you.

May apply in person at 8899 368th Ave. Twin Lakes, WI 53181