**Customer Order Manager**

**Position: Full Time**

**Benefits: Medical, dental, vision, 401k w/company match (begins on date of hire), vacation, sick time, short term/long term disability, life insurance (no cost to employee), tuition reimbursement, employee discounts, gym discounts, annual service awards, 12 paid holidays, and much more**

**How to apply:** [**www.mt.com**](http://www.mt.com) **– about us – jobs & Careers**

**Summary:** This role will manage equipment orders after the order is processed through the shipment of the equipment. The primary focus for this position is to ensure the order flows efficiently through the entire design and build cycle. Key responsibilities include, but are not limited to, partnering with regional sales managers/sales reps, order entry, engineering, and production to facilitate the order process, and interfacing with customers to manage change orders, factory acceptance tests and shipment schedules.

**Essential Duties and Responsibilities include the following**:

This position will be responsible for monitoring, tracking and reporting on job status, including, but not limited to, the following:

* Accountable for managing project milestones and associated dates while coordinating with key internal/external stakeholders throughout the entire order process.
* Ensure the order acceptance and acknowledgement process is handled accurately and expeditiously.
* Ensure required customer inputs are received and are appropriate (e.g., specifications, clarity of expectations and use, down payment, test products, etc.)
* Provide the customer with a single point of contact by managing all customer interactions from the point of sale until the order is shipped.
* Manage customer visits and factory acceptance tests (FAT).
* Ensure the accurate completion and review of the following:
  + Approval drawings ( submittal and approval)
  + Manufacturing build and quality control
  + Manage change orders and inform the customer of associated costs
  + FAT preparation and support
  + Post FAT follow up and shipment
* Coordinate with Service on the sale of service contracts and spare parts by following up with customers between the sales and installation process.
* Work closely with the Regional Sales Managers and Representatives to provide outstanding customer service and support.
* Follow up with customers after shipment to receive installation acceptance notifications and ensure billing is completed.
* Become familiar with and utilize sales tools, methodologies and processes used in various phases of the sales cycle.
* Attend sales meetings to understand goals and challenges faced by the team to enable better support.
* Comply with all safety policies and procedures.
* Keep work area clean and organized in accordance with Company 5S practices.
* Perform other duties as required.

**EDUCATION AND EXPERIENCE**

* Bachelor's Degree in Business or Engineering and 1-3 years of related experience.
* Experience in a customer-facing role for a large capital equipment manufacturer a plus.
* High energy and determination to resolve customer order issues.
* Proven ability to work well in a team, and across departmental lines.
* Excellent letter witting and verbal communication skills.
* Good task and project management skills.
* Strong and persuasive sales skills.
* Attention to detail a must
* Enthusiastic and proactive mindset.

**METTLER-TOLEDO, LLC.,**is an Equal Opportunity Employer. ***We offer a very competitive compensation and benefits package.***Employees are eligible for coverage under our broad-based insurance programs, including basic medical, dental, and major medical. We also provide each employee with paid life insurance and paid accidental death and dismemberment insurance. We recognize the importance of financial planning and offer employees a 401(k) Savings Plan.

**METTLER-TOLEDO, LLC.,** is an Equal Opportunity Employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability status, protected veteran status, or any other characteristic protected by law.

**METTLER-TOLEDO, LLC.,** and its subsidiaries endeavors to make mt.com accessible to any and all users.  If you would like to contact us regarding the accessibility of our website or need assistance completing the application process, please contact HR Senior Representative (HR Department) at 813-889-9500 or [laly.vazquez@mt.com](mailto:laly.vazquez@mt.com).

**METTLER-TOLEDO, LLC.,** is an equal opportunity employer that recognizes the value in having a diverse workforce.

To find out more about **METTLER-TOLEDO, LLC.**and our products please view our YouTube video at  <https://youtu.be/e6MGN3yj0t8>

**U.S. Equal Employment Opportunity/Affirmative Action Information**  
Individuals seeking employment are considered without regards to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, or sexual orientation. You are being given the opportunity to provide the following information in order to help us comply with federal and state Equal Employment Opportunity/Affirmative Action record keeping, reporting, and other legal requirements.