

# Professional/Office OPEN POSITIONS

## Administrative Assistant/Receptionist

**Primary Responsibilities** of this position is to be a professional representation of WB Manufacturing while servicing visitors, maintaining communication flows via mail, fax, email and phone to ensure communications are properly received and routed and scheduling conference rooms; This position will also assist with projects and provide administrative support to the HR/Payroll Team including entering labor cards daily; assisting with maintaining spreadsheets/databases or other projects and assisting with mailings and other duties as assigned. **Minimum Qualifications:** Associates Degree in Administrative Services with at least 2 years of Receptionist experience preferred; Excellent computer skills including Microsoft Office Word and Excel knowledge and experience; Pleasant personality with excellent phone etiquette and clear communication skills; Ability to maintain Confidentiality; Organizational skills with great attention to detail and accuracy and ability to prioritize projects; Must have 10 Key skills with at least 7500kspm with high degree of accuracy.

## Administrative Assistant/Sales

**Primary Responsibilities** of this position is to provide administrative support to the WB Manufacturing Sales Team to include entering and maintaining customer information and verifying accuracy of entered data. Including: Originate the order entry/quote process when receiving Purchase Orders via email or fax; Set up New customers in VSI; Route all internal communications via phone, fax, mail, or email to the correct Sales Unit; Maintain existing and new customer account information in VSI and Salesforce; Monitor End User requests from website and inform correct Sales person; Process Sample Request for customers and Sales Team; Maintain information in Project Spreadsheets; Maintain information for Sales Reports; Distribute prospective customer information to proper sales channels. **Minimum Qualifications:** Associates Degree in Administrative Services with at least 2 years of Customer Service experience preferred; At least one (1) year of Receptionist Experience required; Excellent computer skills including Microsoft Office Word and Excel knowledge and experience; Pleasant personality with excellent phone etiquette and clear communication skills; High Degree of Organizational skills with great attention to detail and accuracy; Ability to prioritize projects; Ability to work in a team environment.

## CS Project Manager

**Primary Responsibilities** of this position are; Communicate with Customer on status of project(s) from initial order entry to shipment; Process orders and perform tasks such as Return Material Authorizations (RMA's), credits, filing freight claims and replacement orders; verify all raw materials are on schedule with purchasing and coordinate shipment with Customer based upon scheduling of project(s) for raw material acquisitions, production capacity/status and delivery requirements and costs; and to relay information from Customer to Engineering & Production departments regarding order changes and/or clarifications. This position is also responsible to ensure Customer requests for sales brochures, price lists, and samples are fulfilled and obtain & promote knowledge about new company products. **Minimum Qualifications:** Associates degree in Administration Services and/or related Business degree with emphasis on customer service with at least three years' experience in Customer Service, or a position of equivalent responsibility, preferably in a manufacturing environment. Any combination of education and experience to be considered equivalent will be considered; Excellent computer skills and experience with Microsoft Office; Must have clear written & verbal communication skills; requires organizational skills & ability to multitask with great attention to detail and accuracy; Must be able to maintain good Public Relations with all customers at all times; ability to work in a team environment with quick response/actions to situations and have Conflict Resolution skills.

## Flat Panel & Furniture Quote Associate (Estimator)

**Primary Responsibilities** are to produce a pricing quote for Customer requested product by reviewing product(s) specifications/dimensions, drawings, commercial bid registering, etc. to determine scope of work and required contents and then compiling a list of parts, operations and labor values to efficiently manufacture the product(s). This process will include working with sales, design, production, engineering and/or purchasing departments in order to decide most cost effective method to produce product(s) by determining the tools, materials and machine operations required for production. Once quote has been developed the CS Estimator is responsible for entering quote into the company's system and presenting quote to the customer: **Minimum Qualifications:** High school diploma or GED; At least two (2) years' customer service experience with strong customer service skills; Must have knowledge and experience in Microsoft Office programs – especially Excel; Must have strong math skills; Must have excellent attention to details with strong problem solving and time-management skills; Must have ability to develop strong working relationships with Team Leader, Department Team, Customers, Sales, and all other staff; At least two (2) years' product estimating experience preferred; Ability to interpret/decipher product specifications/dimensions from floor plans and blue prints preferred.

## Caseworks Quote Associate (Estimator)

**Primary Responsibilities** are to provide pricing quote for casework products by reviewing product(s) specifications/dimensions, drawings, commercial bid registering, etc. to determine scope of work and required contents and compiling a list of parts, operations, and labor values to efficiently manufacture the product(s). Communicate with customers to complete quotations, follow up on existing quotations, and to verify the accuracy of purchase orders before forwarding to the project management team is an essential job function. Position will have working relationships with WB Manufacturing Sales Team, Team Manger, Dealers, Contractors and End Users as well all members of the Inside Sales & Customer Service Team and all other staff of WB Manufacturing. **Minimum Qualifications:** High school diploma or GED; At least two (2) years' customer service experience with strong customer service skills; General to advanced level of casework knowledge; Must have knowledge and experience in Microsoft Office programs – especially Excel; Must have strong math skills; Must have excellent attention to details with strong problem solving and time-management skills; Clear communication and organizational skills; Must have ability to develop strong working relationships with Team Leader, Department Team, Customers, Sales, and all other staff; Ability to interpret/decipher product specifications/dimensions from floor plans and blue prints preferred.

## Design Specialist

**Primary Responsibilities** are to assist customers in designing and laying out new and renovated spaces. Analyze and implement product improvement of existing products as well as customer specials; Manages the relationship with designated levels of customer and manufacturing personnel; Exchanges ideas, information and opinions with the engineering, manufacturing and sales departments to arrive at decisions, conclusions, and solutions with new and existing items. **Minimum Qualifications:** Associate's Degree in Design or Engineering with working knowledge of software technologies used with the engineering area, including Auto Cad, Solid Works and Revit; Must have experience with technical alternatives and exhibit creativity and innovation in development of design solutions; Must have excellent judgment and proven track record leading successful projects and teams; Requires well-developed verbal, written and interpersonal communication skills; Must have ability to maintain positive and cooperative working relationships with sales teams, customers and other coworkers; Must be able to multi-task and handle several projects with competing deadlines simultaneously.

## Caseworks Drafter

**Primary Responsibilities** are to complete configuration of standard, special and custom cabinetry products. This position will create, revise and maintain Auto Cad drawings work as needed, in a timely manner and analyzes, plans, and completes projects to detailed specifications; Configure standard and special cabinetry units in AutoCad. **Minimum Qualifications:** Associate degree in Architectural Mechanical Design with at least 2 years' work experience; Design experience preferred. Or any combination of education and experience to be equivalent; Working knowledge of software technologies used within the engineering area, including Auto Cad. Experience in Microsoft Office; outstanding attention to detail; must be able to multi-task and handle several projects with competing deadlines simultaneously; requires well-developed communication skills and the ability to maintain positive and cooperative working relationships with Sales, Customer Service, Project Management, Production and customers; Ability to work in a team environment.

## Inventory Control Supervisor

**Primary Responsibility** is to manage the Company's inventory of raw materials and products to ensure maintaining required levels to meet production goals. This will include oversight of inventory related software systems, organizing the inventory at the production facility as well as off site warehouse, validating and maintaining accurate inventory monthly cycle counts, ensuring accurate receiving and inspection of material deliveries, troubleshooting any quantity discrepancies and maintaining detailed records. Duties include but are not limited to: ensure adequate inventory of materials and products in accordance with inventory cycles; conduct daily inventory analysis to solve inventory problems; develop and implement inventory control procedures; investigate differences between manual counts and system records and make adjustments as needed; maintain inventory tracking system and make recommendations to streamline operations and improve the inventory maintenance process; supervises the Cycle Counter. **Minimum Qualifications:** Associate's Degree in Business Administration, Accounting or related field with at least 5 – 7 years of experience in inventory management using computer software database system; Insight/ 20/20 system experience preferred; APICS Certification preferred; Prefer supervisory experience; Must have excellent organizational skills; Must be detail oriented and accurate; Must have ability to analyze and solve problems; Ability to work in a team environment.

## Facility Custodian 2<sup>nd</sup> Shift (2:30pm – 11:00pm)

**Primary Responsibilities** are to perform cleaning tasks in our Thorp facilities including: sweep and wet mop office and breakroom floors; empty trash in conference rooms, office work areas, break rooms and bathrooms; cleaning windows and walls; vacuuming and spot cleans carpets; sanitize door knobs and TimeClock scanners; dust window ledges, doors, cubicle walls and pictures in conference rooms, offices and work areas; dust tops of computer monitors, printers and other office equipment; cleans microwaves, refrigerator and freezers in office and break room areas; clean and service restrooms daily; maintain restroom supplies; maintain breakroom supplies; clean water fountains throughout the facilities; maintain custodial supplies and equipment, reordering supplies as necessary; arrange for bi-annual carpet cleaning and stripping/waxing of tile floors in office and break room areas; Additional duties, as assigned. **Minimum Qualifications:** High School Diploma or GED; at least 3 to 5 years of previous cleaning experience, preferably in a large facility setting; experience with maintaining necessary cleaning supplies; must be able to maintain confidentiality; Must have ability to understand and carry out oral and written instructions; must have ability to work independently in the absence of supervision; must be able to lift up to 50 pounds.

**Any Candidate interested in applying for these positions please submit a resume and cover letter to [lori@wibench.com](mailto:lori@wibench.com) or apply through our postings on [Indeed.com](https://www.indeed.com).**