



Location for this position:

Rowmark Custom Laminations
182 Industrial Park Dr.
Trenton NC 28585

Title: Front Office Admin Support

Reports To: General Manager

Primary Purpose: Provide administrative and organizational support to oversee and ensure smooth and efficient daily operations.

Expected Attributes of Employees:

- Exhibits strong time management and people skills
- Shows personal drive, ambition, leadership and always maintains integrity
- Strong interpersonal and verbal/written communication skills with the ability to work effectively with a wide range of internal and external customers.
- Effective planning, organization, and project/time management skills with a commitment to produce quality work.
- Highly motivated, self-directed, capable of working under pressure within tight time frames
- Learns quickly when facing new problems, open to change & analyzes both successes and failures for clues to improve
- Takes a "customer first" approach, & focus on their needs

Qualifications:

- Associates degree or equivalent experience
- 1+ year experience in office setting/admin position.
- Must be proficient in Microsoft Office programs including Excel, Outlook, and Word & other online platforms with aptitude to learn new software's and systems
- Self-sufficiency and attention to detail are critical.
- You must have strong prioritization skills as well as the ability to communicate clearly and effectively with your supervisor, other employees, and customers.

Primary Duties & Responsibilities

- Handle all customer calls regarding timing, pricing, and shipping and will also have conversations with customers regarding credit holds and work with them to receive payments.
- Receive incoming orders for product and enter them into our ERP system. Communicate an estimated shipping date to customers once the order is placed.
- Work closely with Accounting on daily shipping approvals based on a customer's credit and payment standings.



- Compare quotes for best pricing and delivery options for customer's orders.
- Handle incoming raw materials and customer samples and work with Accounting for inventory adjustments.
- Work alongside production for physical inventory counts on a monthly basis and communicate those numbers to Accounting.
- Schedule all film press, laminations and screen print production using a spreadsheet that is shared with each department.
- Report daily on the data transfer between Films, Laminations, Screen Print and Accounting and send to General Manager.
- Handle all sample accounts as well as two samples produced twice a year. Work alongside a company to process sheet materials into parts for sales and trade shows.
- Handle all RFQ's between Sales and Accounting.
- Handle an active list and history of all film and lamination product numbers based on series.
- Work with Plant Manager to purchase the daily supplies and equipment needed.
- Perform all other duties as assigned by supervisor

Rowmark Custom Laminations saves customers time and money by offering an efficient, one-stop shop solution for laminated sheets and decorative films. We differentiate by providing world class manufacturing, fast response times and creative solutions. Design, engineering and expert technical support.

Rowmark Custom Laminations is an Equal Opportunity Employer that values our employees and offers a competitive pay and benefits package, an encouraging, supportive environment with training, professional development, recognition programs and career growth opportunities. Our benefits include profit-sharing, medical, dental, vision, 401(k), life insurance, flexible spending account options, short-term and long-term disability, vacation and paid company holidays.

We believe that people have always been and will continue to drive the success of our company. If this sounds like the opportunity for you, we invite you to submit your name for consideration.

Please send resume and salary requirements to: hough@rowmark.com.