



Customer Service Representative, Willamette Falls Paper Company

Willamette Falls Paper Company is a locally owned paper mill in West Linn, OR. We have a collaborative culture where each employee is a critical part of a team that steps up to accomplish great things. Our focus is utilizing sustainable non-wood fiber to produce eco-friendly paper.

The Customer Service Representative is a vital position on the team at Willamette Falls Paper Company. Of utmost importance in this role is a demonstrated ability to be self directed in prioritizing important tasks while working with limited oversight.

This position includes phone and e-mail coverage and interaction with customer, maintenance of information systems and interaction with sales. The selected candidates will serve as an intermediary between customers and sales, production planning, logistics and the technical departments as necessary.

Key Requirements:

Strong computer skills with experience with Microsoft Office as well as other computer programs including those used for order entry and production tracking purposes.

Candidate must work well in a collaborative and team-oriented environment and demonstrate strong organization skills, attention to detail and the ability to manage multiple tasks in a fast paced environment; as well as exhibit strong interpersonal communication and creative problem solving skills.

A minimum of 1-2 years relevant experience in an office environment in a customer service-related field is required. Experience in a manufacturing and production environment is a plus.

High School Diploma or GED required

Additional Details:

This is a full-time position working Monday – Friday.

Starting Wage: \$20.00/hr.

Our benefit package includes Medical, Dental, Vision, Life Insurance, Short and Long-Term Disability, 401K match, generous PTO and more.

To Apply: Please forward a resume and cover letter to: HumanResources@wfpaperco.com