

Job Title: Customer Service Associate

Company: World Magnetics

Location: On-site at World Magnetics, Traverse City, MI

Job Type: Full-Time | Hours: 40 hours per week

About the Role

World Magnetics is seeking a detail-oriented and customer-focused Inside Sales & Customer Service Associate to join our growing team. This position serves as a key point of contact for customers and distributors, ensuring timely, accurate, and friendly support throughout the order process. This role emphasizes administrative coordination, customer service, and internal communication over outbound or cold sales.

In April 2025, we launched World Magnetics Distribution, a new division dedicated to expanding our product offerings and broadening our customer base. As such, this position will support both World Magnetics Company and World Magnetics Distribution, handling customer inquiries, order entry, and internal coordination across both entities.

Key Responsibilities

Customer Support & Communication

- Serve as a frontline contact for customers, responding to inquiries via phone and email.
- Provide product information, lead times, and order status updates with clarity and care.
- Maintain a friendly, professional tone and work to resolve issues quickly and effectively.

Order Entry & Administrative Support

- Process purchase orders with accuracy and attention to detail in our ERP and CRM systems.
- Prepare and send quotes, order confirmations, and shipping updates.
- Coordinate internally with production, logistics, and quality assurance teams to meet customer requirements.

Documentation & Recordkeeping

- Maintain detailed and accurate records in our CRM and order management systems.
- Assist with the creation and maintenance of customer profiles and sales records.

Cross-Department Coordination

- Communicate regularly with engineering, production, and outside sales staff to ensure smooth execution of customer orders.
- Participate in internal meetings to share customer feedback and help improve service workflows.

Qualifications

- High school diploma or GED required. Associate's or Bachelor's degree in business, administration, or a related field preferred.
- 1+ years of experience in customer service, administrative support, or inside sales (especially in a technical or manufacturing environment).
- Proficiency in Microsoft Office (Outlook, Excel, Word).
- Experience with ERP or CRM systems strongly preferred.
- Strong organizational skills with the ability to handle multiple priorities.
- Excellent verbal and written communication skills.
- A collaborative and adaptable mindset with a commitment to customer satisfaction.

What We Offer

- Comprehensive Benefits: Health, dental, vision, and life insurance.
- Retirement Savings: 401(k) with company contributions.
- Work-Life Balance: Paid time off and holidays.
- Childcare Support: Access to the MI Tri-Share Child Care Program.
- Supportive Culture: Work in a team-focused, mission-driven environment with growth opportunities.

About World Magnetics

World Magnetics is a leading manufacturer of precision pressure switches, serving industries around the globe. We take pride in our commitment to innovation, customer service, and quality manufacturing. As a company rooted in Northern Michigan, we believe in fostering a workplace that values collaboration, integrity, and continuous improvement.

About World Magnetics Distribution

Launched in 2025, World Magnetics Distribution is our dedicated distribution arm, created to broaden our reach across industrial sensing solutions. Focused on product accessibility, customer support, and streamlined ordering, the Distribution division manages a growing catalog of components and technologies from trusted European suppliers. World Magnetics Distribution is designed to serve a wide range of OEM and distributor needs with speed and precision.

To Apply

Send your resume to jobs@worldmagnetics.com. We review applications regularly and will contact qualified candidates promptly.

World Magnetics is proud to be an Equal Opportunity Employer. We welcome applicants of all backgrounds and experiences to apply.