

Customer Email Solution Agent

IDENTCO International Company, LLC and/or Reliance Label Solutions, seeks a Customer Email Solution Agent in Ingleside, IL or Paola, KS. The Customer Email Solution Agent is responsible for modernizing Industrial Label Holding's (ILH) email support operations, transforming a heavily manual, high-volume inbox model into a streamlined, AI-enabled, automated workflow. The Customer Email Solution Agent plays a critical role in stabilizing and standardizing customer communication processes, improving cycle times, strengthening visibility, and enabling a digitally mature contact experience across ILH brands.

In parallel, this role provides high-quality customer support across all communication channels, enhancing relationships, resolving issues, and elevating the day-to-day customer experience. By combining strong communication skills, operational discipline, omnichannel support capabilities, and advanced AI tools, the agent helps build a unified, digitally enabled customer service model that reduces cost-to-serve and elevates both customer and employee experience. This position can be in Reliance Label Solutions-Paola, KS, or IDENTCO-Ingleside, IL.

Essential Functions

Email Modernization & Digital Enablement

- Leads the transition from manual email handling to a modernized, AI-enabled, automated communication workflow using Foundry AI, Copilot, and standardized templates.
- Collaborates with AI teams to refine automated routing, categorization, response suggestions, and decision logic for email and digital inquiries.
- Provides recommendations for workflow enhancements, error-proofing rules, AI adoption guardrails, and digital process improvements.
- Delivers continuous feedback to strengthen automation accuracy, reduce manual touches, and enhance customer response quality.
- Assists in designing, implementing, and optimizing new email support workflows to improve responsiveness, consistency, and cost-to-serve.
- Ensures all customer emails assigned to the representative are addressed accurately and by the close of business, meeting SLAs and reducing backlog.
- Partners with Sales, Planning, Operations, Engineering, and Quality to resolve blockers, provide visibility, and improve upstream/downstream communication.
- Documents learnings and reinforces practices that support ILH's shift to a unified, digitally enabled customer service model.

Customer Experience & World-Class Service Delivery

- Provides timely, accurate, and empathetic communication to customers via email, phone, chat, and digital channels.
- Demonstrates world-class customer service behavior: clarity, ownership, professionalism, and proactive problem-solving.
- Prepares and sends quotes and sample requests based on customer and Sales requirements.
- Resolves customer issues quickly and without escalation, applying sound judgment and product knowledge.

GLOBAL HEADQUARTERS

28164 W. Concrete Drive, Ingleside, IL 60041 • USA • Phone +1 815 385 0011 • Fax +1 815 385 0359 • identco.com

UNITED STATES Ingleside, IL, Paola, KS • **MEXICO** Monterrey • **GERMANY** Hanau

- Offers solutions that protect revenue, strengthen retention, and improve customer confidence.
- Supports collections efforts by providing documentation, clarifying order or shipment details, and facilitating communication.
- Builds strong internal and external relationships that create trust and strengthen customer partnerships.
- Acts as a service ambassador by anticipating customer needs and identifying opportunities to improve their experience.

Digital Customer Support Technology & Omnichannel Interaction

- Uses email ticketing systems, CRM, ERP, chat tools, and digital platforms to manage customer inquiries efficiently.
- Navigates multi-system workflows with accuracy and confidence, ensuring consistent documentation and visibility across all channels.
- Demonstrates digital fluency and embraces modern customer support technologies to enhance cycle time and customer experience.
- Provides feedback to improve digital contact center tools, templates, routing logic, and automation capabilities.

Cross-Functional Collaboration & Communication

- Coordinates effective communication between customers, Sales, Engineering, Manufacturing, Planning, and Quality.
- Identifies trends, recurring issues, or friction points and provides insights to Sales and Operations for systemic resolution.
- Utilizes CRM software to record all customer interactions, ensuring visibility, accuracy, and continuity of service.

Operational Excellence & Continuous Improvement

- Ensures consistent execution of SOPs and standardized workflows across brands.
- Participates in Kaizen, workflow redesign, and VOC feedback loops to reduce rework and improve cycle time.
- Supports training materials, documentation, and process updates as workflows shift from manual to digital.
- Helps maintain audit-ready order processes and operational accuracy to support cost-to-serve reduction.

Additional Responsibilities

- Supports administrative tasks related to customer orders, returns, credits, and documentation.
- Performs additional customer service duties as assigned.

Education:

- Bachelor's degree in business, marketing, sales, or related field preferred; equivalent work experience considered.

Experience:

- 3-5 years of customer service experience in B2B environments required.
- 5+ years of customer service experience required.
- Demonstrated ability to manage high-volume communication channels with accuracy and urgency
- Prior exposure to workflow automation, AI-enabled tools, or digital communication platforms highly preferred.
- Manufacturing or industrial industry experience strongly preferred.
- Experience with CRM, ERP, and digital support tools required.
- Knowledge of label, electronics, industrial, aeronautic, or automotive markets preferred.
- Experience navigating complex customer needs, including order status, fulfillment visibility, quoting requirements, and quality-related inquiries.
- Exposure to global or multi-brand organizations is beneficial.

Computer Skills:

- Intermediate Microsoft Office proficiency required.
- Familiarity with CRM systems, email ticketing platforms, chat tools, AI-assist tools (Foundry AI, Copilot), and multi-system environments preferred.
- Ability to work within AI-assisted communication frameworks, following guardrails and contributing feedback to improve automation accuracy.
- Comfortable learning emerging technologies, including workflow automation engines, customer portals, ticketing systems, and digital intake forms.

Certifications & Licenses: None**Benefits:**

Medical, Dental, Vision, Pet Insurance, FSA-Medical & Dependent Care, Critical Illness, Hospital Indemnity, Accident Insurance, Voluntary TERM Life Insurance, Company provided STD, LTD, Group Life Insurance \$50,000; EAP; 401k Retirement Plan & Company Match; 10 Paid Holidays a Year, Vacation & Personal Days.

Hourly Rate: \$25.48 - \$29.81/per hour

Email resumes to kcouture@identco.com