

Customer Order Solution Agent

IDENTCO International Company, LLC and/or Reliance Label Solutions, seeks a Customer Order Solution Agent in Ingleside, IL or Paola, KS. The Customer Order Solution Agent is responsible for leading the transformation of order entry into a modern, AI-enabled, automated workflow for Industrial Label Holding's (ILH). The Customer Order Solution Agent plays a critical role in stabilizing and standardizing order processes across ILH brands, ensuring accuracy, speed, and reliability while transitioning manual tasks to digital and automated solutions.

In parallel, this role provides high-quality customer support across communication channels, strengthening relationships, resolving issues, and enhancing the day-to-day customer experience as it relates to order management. By combining strong communication skills, operational discipline, and the adoption of advanced AI tools, the Specialist 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

Order Entry Transformation & Digital Enablement

- Supports the transition from manual order entry to a fully modern, AI-enabled workflow using Foundry AI and standardized processes.
- Collaborates with Foundry AI teams to test, validate, and refine automated order-entry logic and decision pathways.
- Provides approved recommendations for AI workflow enhancements, error-proofing rules, and automation guardrails.
- Delivers continuous feedback to strengthen automation accuracy, reduce defects, and enhance system learning models.
- Assists in the design, implementation, and optimization of new order entry workflows that improve speed, accuracy, and cost-to-serve.
- Ensures all orders assigned to the role are entered accurately and completed before the close of business to maintain service-level commitments.
- Partners with Sales, Planning, Operations, Engineering, and Quality to identify upstream and downstream constraints impacting automation and order flow.
- Maintains process discipline and documents learnings to support ILH's shift to a unified, digitally enabled customer service model.

Customer Experience & World-Class Service Delivery

- Communicates with customers via phone and email to provide timely, accurate responses and real-time visibility into order status.
- Demonstrates professionalism, empathy, clarity, and ownership—modeling ILH's evolving world-class service standards.
- Prepares and sends quotes and sample requests as defined by Sales and customer requirements.

GLOBAL HEADQUARTERS

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

- Resolves customer issues quickly and without escalation, using sound judgment and product knowledge.
- Builds and maintains strong, trust-based internal and external business relationships.
- Acts as a service ambassador by anticipating customer needs and identifying opportunities to improve their experience.
- Contributes to the evolution of customer service roles by adopting best-in-class service practices and improving service consistency.

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.
- 7+ years of customer service experience required.
- Manufacturing or industrial industry experience is strongly preferred.
- Experience with CRM, ERP, and digital support tools required.
- Knowledge of label, electronics, industrial, aeronautic, or automotive markets preferred.
- Exposure to ERP systems and AI-enabled tools.
- Exposure to global or multi-brand organizations is beneficial.
- Prior involvement in transitioning manual processes to digital workflows and supporting AI implementation, or similar transitioning experience involving digital and AI solutions.
- Documenting learnings and contributing to a unified, digitally enabled customer service model.
- Proven track record in process improvement and digital transformation projects.

Computer Skills:

- Intermediate Microsoft Office proficiency required.
- Familiarity with CRM systems, email ticketing platforms, chat tools, AI-assist tools (Esker, Foundry AI, Copilot), and multi-system environments preferred.

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: \$29.81 - \$32.21/per hour

Email resumes to kcouture@identco.com