



FASCINATING WORLD OF GLASS

Stoelzle Glass Group is one of the leading international producers of high-end packaging glass for the Spirits, Pharma, Perfumery & Cosmetics and Consumer markets. With seven glass production sites worldwide, three decoration sites and 3,100 employees, we are a family-owned company with more than 200 years of successful glass making history.

HR GENERALIST

Location: Monaca, PA

Your responsibilities:

- Recruit, interview, and facilitate the hiring of qualified job applicants, coordinate on-boarding
- Perform routine tasks required to administer and execute human resource programs including but not limited to compensation, benefits and leave; disciplinary matters; performance and talent management; productivity, recognition, and morale; occupational health and safety; and training and development
- Lead planning and execution for employee related events
- Assist with compiling and organizing data for monthly KPI reporting
- Assist with building and managing HR branding sites
- Maintain the LMS (learning management system)
- Maintain knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management, and employment law

About you:

- Bachelor's degree in Human Resources, Business Administration or related field
- 2+ years of Human Resources experience
- Knowledge of Federal and State employment laws
- Experience working within a unionized environment
- Experience with HRMS/HRIS systems
- Prior experience in Manufacturing is a plus
- Excellent communications and interpersonal skills
- Strong analytical and problem solving skills
- Ability to prioritize work and manage multiple projects simultaneously
- Proficient in MS Office suite
- Strong work ethic and time management skills
- Ability to maintain confidentiality

We offer:

- An interesting and responsible job in a motivated team, combined with a very good working atmosphere in a successful growing company.

Do you share our passion for glass?

Please apply to jobs@stoelzle.com

Contact: **Daniela Riedler**, Head of Human Resource Management



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CUSTOMER SERVICE SPECIALIST PHARMA USA

Location: Monaca, PA

Your responsibilities:

- Responding to customer queries in a timely and accurate way
- Communicating with customers through various channels
- Acknowledging and resolving customer complaints
- Knowing the products inside and out to answer customer inquiries
- Processing orders, forms, applications, and requests
- Keeping records of customer interactions, transactions, comments, and complaints
- Coordinating purchased items with customers
- Decoration coordination with customers - design appointment, deliveries
- Support with forecasting of customer demand where applicable
- Process risk reports for month end performance, manage internal pricing and exceptions as required
- Communicating and coordinating with colleagues from sales, planning, quality, production and logistics
- Ensure customer satisfaction and provide professional customer support

About you:

- High School Diploma
- 2+ years of Customer Service experience
- Proficient in MS Office suite
- Understanding of how CRM systems work
- Customer and solution-oriented performance
- Excellent communication and problem-solving skills
- Skilled in prioritization and multi-tasking abilities
- Patience when handling tough cases
- High sense of responsibility
- Ability to work in a team
- Confidentiality about internal company matters
- Good ability to learn and willingness to continue further education

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