

**Order Number:**

NY1666252

**Date Job Order Received:**

06/25/2026

**Number of Openings:**

1

**Company Name:**

Aries Chemical Inc

**Job Title:**

Customer Service Team Lead

**Minimum Experience Required:**

3 Years

**Job Description:**

We are seeking a dynamic and energetic Customer Service Team Lead to inspire and guide our customer service team. The Customer Service Team Lead is responsible for supporting the daily execution of Aries Chemicals customer service function by helping ensure customer orders, inquiries, documentation, and internal communications are handled accurately, professionally, and on time. This position serves as a working lead within the Customer Service team, helping coordinate daily priorities, support team members, resolve routine customer and order issues, and escalate concerns when needed. The role is critical to supporting Aries Chemicals ability to deliver reliable service, maintain strong customer relationships, and execute customer orders in alignment with the A.R.I.E.S. Way: Accountability, Reliability, Integrity, Expertise, and Safety.

**Essential Functions**

**Customer Order and Information Support:** Provide timely, accurate, and professional support to customers regarding order status, product availability, delivery timing, documentation, and general account inquiries.

**Order Processing Coordination:** Support the accurate processing of customer orders, changes, returns, credits, and related documentation in accordance with company procedures and customer requirements.

**Daily Team Lead Support:** Help organize daily customer service priorities, monitor open orders and unresolved issues, assist team members with questions, and ensure urgent matters are communicated and escalated appropriately.

**Sales and Customer Relationship Support:** Work closely with the Sales team to support customer needs, communicate service issues, assist with account follow-up, and help maintain positive customer relationships.

**Production, Warehouse, and Logistics Coordination:** Coordinate with Production, Warehouse, Purchasing, and Logistics teams to support order fulfillment, shipping priorities, inventory availability, and customer delivery expectations.

**Purchasing and Inventory Communication:** Communicate current and anticipated customer demand, trucking needs, and raw material concerns to Purchasing and Operations to help support effective planning and inventory flow.

**Accounting and Billing Support:** Work with Accounting to help identify and resolve customer account issues, invoice discrepancies, credit holds, missing documentation, and other items that may impact order fulfillment or payment.

**Required Qualifications** Minimum of three years of customer service, order entry, logistics coordination, sales support, or related business experience. Demonstrated ability to work accurately in ERP, MRP, order entry, or similar business systems. Demonstrated ability to manage and lead large projects, especially projects related to software

migrations and new system implementations. Proficiency with Microsoft Office, including Outlook, Excel, and Word. Strong communication skills with the ability to interact professionally with customers and internal teams.

**Job Location:**

Beaver Falls, New York 13305

**Pay:**

\$55000.00 - \$75000.00 Yearly

**Benefits:**

Health Insurance, Dental Insurance, Retirement/Pension

**Hours per Week:**

Not specified.

**Duration:**

Full Time, Regular

**Work Days:**

Monday Thru Friday

**Shift**

First (Day)

**Public Transportation:**

Not specified.

**Minimum Education Required:**

GED

**Driver Licenses, Including Endorsements:**

Not specified.

**How to Apply:**

To apply, contact the employer by: E-Mail or Internet

Email: [jtolley@arieschem.com](mailto:jtolley@arieschem.com)

Web-site:

[https://www.indeed.com/viewjob?jk=1297a0f2d6637abd&from=shareddesktop\\_copy](https://www.indeed.com/viewjob?jk=1297a0f2d6637abd&from=shareddesktop_copy)