

**West Coast Quartz** is a world leader in the manufacturing of quartz and silicon products for the semiconductor and solar industries with headquarters in Fremont, California. WCQ is a privately held company and has been in business since 1981. Due to heightened demand for our products, we are please to announce an opening for the following position:

### **CUSTOMER SERVICE REPRESENTATIVE III**

#### **Responsibilities Include:**

Take ownership of customer accounts for managing and fulfilling customer needs to ensure customer satisfaction.

Proactive management of designated customers to ensure continuity of supply in support of the on-going product requirements through establishing designated commercial arrangements and controls.

Ability to professionally, effectively and promptly handle customer inquiries, quotes, call backs on quotes and price comparisons.

Processing orders, preparing correspondence, checking stock and providing order status to customers.

Continuously monitor and verify materials pipeline to ensure on time delivery. Identify and appropriately address material supply issues.

Resolve recurring or critical issues by utilizing corrective action tools, additional resources and following up with customer.

Review and provide approval status on ECO's, including contacting customers to analyze ECO and impact on materials.

Review and investigate customer complaints from inception to closure for understanding with an eye toward changes to prevent future occurrences.

Process Return Material Authorizations (RMAs) when necessary and ensure all issues are addressed internally with follow up to the customer.

#### **Requirements:**

Requires a high school diploma or equivalent and at least 5 years of experience.

Experience in manufacturing environment a plus.

Understanding of product/customer allocations.

Excellent communication skills, both written and verbal.

Self starter and independent decision maker.

Must have good computer skills and proficient with Microsoft Office.

Experience with ERP/MRP/Accounting based systems a plus, especially Vantage (Epicor)

Ability to work in a very fast paced and challenging environment.

Employee benefits include comprehensive health and dental, vacation, holiday and sick leave.

\*Local candidates only.\*