|  |  |
| --- | --- |
| **Position Summary:** | Provide customer service and sales support to prospects and customers, both external and internal for IC microelectronic packaging and assembly services. |
| **Essential Duties:**  **Other Duties &**  **Responsibilities**  **(Optional)** | The Inside Sales/Customer Service role will work closely with the sales, corporate customer service, engineering, management, and manufacturing teams to ensure that the customer requirements are accurately communicated, and customer fulfillment is attained.  Duties and responsibilities include fielding customer calls and directing to the appropriate team members, receiving purchase orders from customers, reviewing customer order documentation for accuracy, filing applicable documentation into correct on-line folders and forms, supporting sales team with trade show activities, and other general customer service duties. Respond to customer inquiries in a timely manner. Act as liaison between the customer and manufacturing. Coordinates with cross functional teams to determine and deliver on time delivery. Routinely follows up to ensure customer satisfaction. |
| **Minimum Qualifications:** | Minimum three-year proven success in a service or sales role. An AA or BS/BA degree is desirable. The ability to work in a fast-paced environment with people with varying levels of experience and education is critical. Superb reading comprehension, attention to details and excellent verbal and written communication skills are required. Proficient with Microsoft Suite and Outlook email. Must be able to adapt to changing needs. Motivated, self-starter mindset is required. Ability to work independently and make decisions without Supervision. |
| **Key Competencies:** | Excellent written and oral communication skills with both internal and external customers. Ability to develop and maintain excellent customer and co-worker relationships. Possess good time management skills. Ability to use common sense to solve practical problems. Ability to interpret a variety of instructions furnished in written and oral form. |
| **Preferred Skills:**  **Work**  **Environment:** | Manufacturing / IC assembly expertise, Management/Organizational experience, Sales force, or equivalent CRM platform experience, experience working in an environment that has standards e.g., ISO, ITAR or similar.  While performing the duties of the job, the employee is regularly required to sit, stand and/or walk for extended periods of time; use hands and fingers; reach with hands and arms; and talk and hear. Indoors, environmentally controlled. Must be a U. S. Person authorized to work in the United States. |
|  |  |
|  |  |

**Approvals:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1st Level | Name | Title | Date |  |
| 2nd Level | Name | Title | Date |  |
| HR Dept | Name | Title | Date |  |

**Employee Acknowledgement:**

I have read this job description and I fully understand all my job duties and responsibilities.

|  |  |  |  |
| --- | --- | --- | --- |
| Print Name | Signature | Date |  |