



Customer Service Specialist

The Customer Service Specialist will be responsible for all budgetary and engineering quotes to the customer. The position will be responsible for data preparation, validation and reconciliation and will work directly with Sales Managers to support new business opportunities, sales objectives, and revenue goals. This position interacts with various factory and department representatives in support of meeting overall customer requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Day-to-day internal/external communications with Customers
- Billing invoice issues reconciliation
- PO confirmation and coordination
- Input all RFQs into CRM system
- Update quotes for engineering builds
- Responsible for regular master quote updates and pricing dispositions
- Review and close price issues on a daily basis
- Sales order generation to be provided to the Technical Program Manager for assembly logistics
- Monitor annual operating plan (AOP) fulfillment and drive activities to meet and exceed AOP goals
- Forecast rationalization and performance including reconciliation of forecast vs. commit gaps, and reconciliation of material shortage commit gaps
- Review customer forecasts and present weekly/monthly review (forecast vs. commit)

BASIC QUALIFICATIONS, EXPERIENCE, SKILLS, AND EDUCATION REQUIRED

- Bachelor's Degree, preferably in engineering
- A minimum of 2 years of relevant customer service experience and/or semiconductor industry experience required.
- Demonstrated proficiency with MS Word, Excel and PowerPoint required
- Excellent organizational skills required with the ability to prioritize and multi-task
- Outstanding attention to detail required for purposes of NPI, RFQ, and quote generation
- Demonstrated ability to manage inquiries from external and internal customers with urgency, accuracy and completeness; with the ability to solicit resolution to support decision making
- Excellent verbal and written communication skills are required
- Demonstrated ability to work both as an individual and in a team environment
- Experience in high tech sales, customer service or manufacturing. Proven track record of providing a high level of customer service to key accounts.

ITAR/EAR CRITERIA

- This position will require lawful access to ITAR/EAR controlled information and employees in these roles will need to meet those requirements. Requirements include US Citizenship, US Permanent Resident or ability to meet contract-specific licensure requirements.

EMPLOYMENT CATEGORY

- Regular full-time

LOCATION OF EMPLOYMENT

- Albuquerque, NM

Send resume/CV by email to careers@3DGSinc.com