Position Description for Customer Service Representative

Elcon Precision LLC

1009 Timothy Dr., San Jose, CA

The customer service representative is the company’s major contact point with the customer. He or she receives calls, receives quotation requests, change orders, and problems resolution requests from a wide variety of customers, and communicates those items to the manufacturing. The CSR generates quotations are related follow up information, and tracks the progress of order fulfillment on the customer’s behalf.

The central role of the CSR is that of a friendly, knowledgeable, and responsive communicator. He or she will coordinate Elcon engineering, supplier, and manufacturing resources in order to best serve customer needs...

The CSR will work under the guidance of existing Elcon Precision specifications and procedures.

The current CSR opening is in ceramic metalizing and glazing.

All CSR positions rely on the successful display of the following characteristics;

1. Interest and ability to work in a high mix, low volume production environment (lots of different things consistently)
2. Ability to work with and interpret complex engineering drawings and specifications used to define customer needs in aerospace, medical device, and electronic components. Detailed knowledge of these applications is however not required.
3. Display a consistent, competent, responsive, and pleasant personal demeanor.
4. Ability to work with standard desktop computer systems and server based ERP factory control software.

Position is full time day shift.

Elcon has been a proud supplier to its varied markets of over 45 years, and remains a very personal work environment where personal impact is clearly seen.

Elcon offers a complete line of employee benefits.

See www.elconprecision.com for additional information.

Contact hr@elconprecision.com with background and resume for consideration.