

Winslow Automation, Inc. / SIX SIGMA, an industry leader in electronic component soldering and other packaging services, is seeking a creative, mechanically inclined and quality conscious individual to join our team in Milpitas, CA.

We are currently hiring Technical Customer Service Manager.

Job Responsibilities:

- Plan, organize, and oversee the daily responsibilities of the Customer Service team, serving as a front-line mentor, manager, and problem solver to deliver unparalleled service to customers
- Train all CS staff on exceptional customer service and internal procedures
- Maintain and improve a low error rate among customer service tasks throughout the customer service team
- Implement standardize policies, and objectives to consistently improve customer service effectiveness
- Implement support procedures that are in line with the brand standard for customer engagement and outline escalation for customer issues
- Work closely with other internal departments to improve customer satisfaction
- Conduct frequent reviews with accounts to determine customer satisfaction and utilization levels
- Effectively develop and manage a budget that meets the needs of the organization, but fits within the constraints of the business
- Review contracts, and approve (verify all critical parameters on customer purchase orders to ensure quality service per our contract review procedures); Perform data entry necessary for processing customer orders assures customer needs are understood and documented
- Update and maintain the customer database with current contact and address information
- Ensures Non-Disclosure Agreement (NDA) follow-up letters are generated, reviewed, approved, and sent within 30 days
- Develop a good technical understanding of our services process customer returns, and complaints according to standard procedures
- Assist sales in generating new business as needed through mass mailings, emails, “cold calls”, or any other venue that may be deemed necessary or available
- Assist in open house and trade show planning and preparation, possible traveling, and booth duty in trade shows
- Perform other duties as assigned

Education: Bachelor’s Degree or equivalent work experience

Experience: Minimum 3-5 years’ work experience preferred.

General Requirements:

- 3-5 years prior Customer Service work experience in technical sales, and customer support of contract manufacturing in the semiconductor and/or PCB assembly industry interconnect technology
- Strong computer skills
- Excellent email and phone etiquette skills including attention to grammar and spelling.

- Multi-tasking and coping skills for working in a high pressure, quick turn environment; calm in the face of chaos
- Strong customer centric philosophy and customer relations skills
- Strong troubleshooting skills and the ability to problem solve complex technical issues
- Organizational and planning skills
- Detail oriented with a focus on accuracy with "do it right the first time" attitude
- Experience in providing estimates and quotations
- Experience in responding to customer requests for product/service technical information
- Proficient in maintaining strict confidentiality
- Experience with a multi-cultural workforce a plus
- Experience in legal contracts and non-disclosures a plus
- Knowledge of JEDEC, EIA, and Military Standards (Mil-Std-883, Mil-Prf-38535) a plus
- Experience in government contracts and related systems (SAM, DPAs, FARs, and DFARs) a plus
- Driving and traveling (occasionally)

Employees enjoy:

- Medical, Dental, and Vision Insurance
- FSA (Flexible Spending Account)
- Life Insurance and Long-term Disability
- Paid Holidays & FTO (Flexible time off)
- 401(k)
- Profit Sharing

Email resume to hr1@solderquik.com. You may also come in to fill out an application at 905 Montague Expressway Milpitas, CA 95035; or visit <http://www.winslowautomation.com>.

This position requires handling of product or information which is subject to ITAR regulations. Applicants must be either a U.S. citizen, U.S. Permanent Resident (i.e. a Green Card Holder), Political Asylee, or Refugee.