

Rite Track is a unique company serving the high tech semiconductor business from the Midwest. Our customer list reads like a Who's Who of Fortune 500 companies including major semiconductor, military, and aviation giants. We even played a role in putting the first rover on Mars. We are looking for a few outstanding people to help facilitate our growth and better position us for success.

### **CUSTOMER SERVICE REPRESENTATIVE**

Rite Track is looking for a full-time Customer Service Representative for the spare parts/distribution aspect of our high tech semiconductor business. This person is responsible for business customer interaction and providing customer quotations and coordinating/processing orders.

### **RESPONSIBILITIES**

- Provide spare parts quotations for customers, company representatives, field service and engineering personnel; ensure consistent, timely, accurate quoting practices.
- Process spare parts orders with follow through to order completion, procedures and processing.
- Perform invoice functions for shipped orders and complete credit memos or other order corrections.
- Database management including account/individual set up and capture of critical data to facilitate ongoing marketing.
- Respond on a timely basis to customer inquiries.
- Work with a high sense of urgency.
- Participate in daily meetings to help establish customer driven goals each work day.
- Monitor back order lists for spare parts order due dates to prevent late shipments.
- Revise ship dates and print backorders.
- Assist technical support with work orders and BOMs.
- Help maintain department key performance measurements.
- Maintain open/closed order files and complete all filing on a timely basis.
- Job duties involve sitting and working for extended periods of time with a computer.
- Perform other duties as assigned.

### **REQUIREMENTS**

- Strong communication, customer relations, sales, administrative, and organizational skills are essential.
- Ability to thrive in a fast-paced work environment with high attention to detail.
- Sales experience preferred.
- Experience with Microsoft Office.
- Experience with e-Commerce desirable

Applicants must have the ability to work without close supervision, control workflow, give attention to detail and manage time constraints. One must have the ability to work cooperatively and professionally with company personnel, customers, and vendors in a total quality management team. Good judgment and the ability to seek advice and assistance when needed are required. Applicants should be able to overcome objections, cross-sell, handle numerous tasks concurrently and have the ability to prioritize effectively.

### **EDUCATION**

- Bachelor degree preferred but not required.
- Sales training a plus

Please send cover letter, salary requirements and resume to: [apply@ritetrack.com](mailto:apply@ritetrack.com)

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