



Advanced Technology in Printed Circuit Manufacturing

3835 Conflans Road

Irving TX 75061

**Job Description -
Customer Service**

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CUSTOMER SERVICE

KEY FUNCTIONS:

The Customer Service Representative reports directly to the Sales Director. The Customer Service Representative will have the responsibility, organizational freedom and authority to:

- A) Maintain monthly revenue (Sales/bookings) every month as per the corporate directive;
- B) Help maintain quote capture rate of 50% or better every month;
- C) Provide all customer and representatives (as specified) with the ultimate in customer service. This service should reflect an awareness of one's commitment and concern for the achievement of Multilayer Technology's goals. Therefore, a high level of efficiency, enthusiasm, and responsiveness must be maintained at all times.
- D) This individual must be able to interpret a blueprint, determine applicable specifications, and have a good working knowledge of PWB manufacturing, as well as basic board knowledge.

RESPONSIBILITIES:

- Become familiar with Multilayer Technology product and processes so that Multilayer Technology may be represented in the most efficient way possible. This shall be accomplished through a combination of scheduled training periods and a self-motivated drive to obtain necessary knowledge and information.
- Take on key accounts and representatives in assigned territories;
- Aid in developing and generating further business in assigned territories;
- Provide assistance to other Multilayer Technology departments in solving customer-related discrepancies and issues that affect your territory;
- At all times maintain a safe, hazard-free working environment. Be aware of Multilayer Technology's commitment to control its waste streams and to never knowingly pollute our environment. Report all safety hazards to your superior.
- Be aware of your commitment to Multilayer Technology regarding proprietary information. All pricing and process formulas along with their procedures are the sole property of Multilayer Technology, Inc.
- Become completely familiar with Multilayer Technology product and processes;



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- At the completion of 3 months have a complete understanding of Inside Sales procedures and functions. This will include quoting, sales orders, specification identification, etc.
- Includes use of telephone work with customers and representatives, maintenance of sales records (activity files, bid cards), creation and processing of documents (sales orders and bid cards);
- Working knowledge and command of PC's and software packages such as Microsoft Office (i.e., Word, Excel and Outlook). Willingness/ability to perform data input. Ability to communicate knowledge to others within department as required.
- Functional familiarity with office equipment (FAX, telephone systems, calculator, etc.) and office procedures;
- Must be organized and capable of rigid adherence to established policy and procedures.

CRITICAL REQUIREMENTS:

- Sales training experience (enjoys doing it);
- Excellent PCB technical knowledge, but subordinate to sales skills;
- Additional experiences in PCB design and assembly a plus;
- Willingness to travel when required.

SUGGESTED EXPERIENCE:

- 2+ year's multi-layer PCB sales experience preferred but not required;
- Computer literate (use of applications, not technology focus);
- High energy level and stamina.