



## Customer Support & Order Processing

Do you enjoy working in a friendly, professional environment? Do you excel at creating positive relationships and providing top notch customer service? Have you worked in an electronic components or manufacturing environment? Make the SWITCH to a great company! NKK Switches designs, produces and sells the industry's most extensive selection of electromechanical and programmable switches, setting the standard for quality, stability and reliability in switch solutions. We are seeking someone to complete administrative tasks and provide telephonic and online customer support in our Scottsdale Airpark office.

### Basic Qualifications:

Associates Degree and 2-3 years providing customer service and support in an **electronic component or Manufacturing/Distribution environment**. Experience using a Customer Relationship Management (CRM) system and/or Experience using an ERP (Enterprise Resource Planning) system a must. Experience with Epicor a plus.

Must be detail oriented and have excellent communication (written and verbal) and Excel spreadsheet skills.

### Essential Duties:

- Handles inbound calls from customers and proactively follows up on by telephone and e-mail to qualify leads and recommend products. Records phone, email, and fax information provided to customer in the Customer Relationship Management (CRM) system.
- Logs orders and sends Sales Order Acknowledgement to customers. Alerts customers of any changes that are made to PO. Resolves shipping errors and provides tracking numbers.
- Interacts with and supports NKK Regional Sales Managers and Representative firms. Provides leads and new account information.
- Responds to technical questions and objectives and discusses application issues with customers, representatives and distributors.
- Emphasizes salable features, quotes prices and credit terms, and prepares purchase orders for sales obtained.
- Reviews orders shipping for the day to verify correct shipments are scheduled and determine any Credit Card/Funds Transfer/COD orders going out. Interfaces with shipping operator to coordinate information needed to process and/or notify customer.
- Responsible for the biannual stock rotation for authorized distributors. Maintains spreadsheet with all vital information on rotations for the year, advises distributor of dollar allowance, verifies parts/pricing on parts returning, prepares documents, and ensures offsetting purchase orders have been received prior to credit application.

NKK Switches offers a competitive compensation and benefits package including Paid Time Off, 401k with employer match, Health, Dental, Vision and Disability insurance.

**To Apply:** email resume to [kkahm@nkkswitches.com](mailto:kkahm@nkkswitches.com)