



Customer Service Representative

Elk Grove Village, IL, USA

Ventec International Group, a leading publicly listed (Taiwan) global manufacturer of base materials & products for the PCB-Industry, is looking for a dynamic and professional Customer Service Representative to join their USA team at the facility in Elk Grove Village, IL, USA.

Job Description

As Customer Service Representative you will be a key member of our busy Customer Service/Internal Sales Team reporting directly to the Customer Service and Supply Chain Manager. You will provide great sales and customer service support and respond to the needs of clients.

Duties and responsibilities are, but not restricted to:

- Maintain and develop both existing and new customers through individual account support.
- Make rapid accurate cost calculations and provide customers with quotations.
- Accurately input customer orders through the company's bespoke MRP System.
- Assist the Sales Team with reporting, sales analysis, and other items at their request.
- Liaise with colleagues at Asia HQ and Overseas Business Units to manage domestic and international requirements.

The Successful Applicant

The ideal candidate is a proactive self-starter with a strong customer service background. Friendly, approachable, and confident - you should have good phone mannerism and be computer literate as large amount of business is coordinated over the phone and through email. Full training will be provided to the successful candidate.

Desirable but not essential:

- Previous experience in a Customer Service role.
- Experience with MRP Systems.
- Good working knowledge of Microsoft Office Tools such as Outlook, Excel etc.

What's on Offer

- Excellent salary & benefits commensurate with experience

This is a fantastic opportunity to become part of a successful brand and leading team with excellent benefits.

Please apply in the strictest confidence, enclosing your CV to:

Jvance@ventec-usa.com

CORPORATE HEADQUARTERS

Ventec Electronics Co. Ltd.
308 TaiShan Rd,
New District Suzhou,
Jiangsu, P.R. China 215129
T: +86 512-68091810
Email: sales@ventec.com.cn

EMEA REGIONAL HEADQUARTERS

Ventec Europe
Unit 1 Trojan Business Centre,
Tachbrook Park Estate,
Leamington-Spa, CV34 6RH, UK
T: +44 1926-889822
Email: sales@ventec-europe.com

AMERICAS REGIONAL HEADQUARTERS

Ventec USA
720 Lee St., Elk Grove Village,
Illinois, IL 60007,
United States of America
T: +1 630-4221627
Email: saleseast@ventec-usa.com