



**ventec**  
INTERNATIONAL GROUP



## **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 Management team. 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 and great detail. 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:

[Vrodriguez@ventec-usa.com](mailto:Vrodriguez@ventec-usa.com)