

In Auburn Hills, Michigan site we're hiring:

# CUSTOMER SERVICE REPRESENTATIVE

**Success requires people with ideas. People who create connections for real exchange.**

As one of the world's leading specialists for transmitting and receiving systems in mobile communication, we develop, manufacture and sell antennas, tuners and infotainment systems for vehicles as well as customer-specific solutions for the M2M and telematics market. Internationally successful and connected to our German roots, we are constantly bringing groundbreaking developments to the streets and are thus continuing to expand our pioneering role in the future.

## Duties and Responsibilities

- Provide excellent customer service from beginning of early prototype deliveries through mass production fulfillments while ensuring customers' needs are met
- Central point of contact for the customer and therefore routing information and demands to the correct internal departments
- Close cooperation with the key account managers concerning clarification of customer demands
- Planning and preparation of one-time development- and tooling-cost invoicing
- Process purchase orders and shipping documentation accurately and promptly
- Perform planning and scheduling of Customers' orders via EDI
- Obtaining and checking price agreements and clarifying discrepancies with the customer
- Administration and Maintenance of the customer portals
- Enter and communicate customer return authorizations
- Reconcile accounting and billing issues

## Required Knowledge, Skills, and Abilities:

- BS in - Degree in business administration or equivalent.
- Previous customer service experience (minimum 3 years) with SAP and in Automotive Industry
- Excellent listening, verbal, written, and telephone communication skills
- High level of confidentiality required for credit card processing
- Understanding and implementation of office procedures
- Ability to assess customers' concerns and resolve
- Work in a team environment

Are you ready to be part of a highly motivated team and expand our leadership position in the industry together? Then we look forward to **receiving your application documents by email!**

## CONTACT US!



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