

## Customer Service Representative

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Company: Plexus

Location: Oradea

Category: office-and-administrative-support

**Purpose Statement:** The Customer Service Representative supports the Program Manager with the tactical activities and interacts with the Customer Focus Team (CFT), Plexus functional areas and end customer in basic interactions.

### **Key Job Accountabilities:**

- Run backlog and revenue / shipments report on a daily basis for each Program Manager.
- Coordinate tactical activities related to raw material and finish good shipments
- Assist Program Managers in working CFT to deliver high levels of customer service, which will drive improvement in customer satisfaction.
- Manage the accuracy of on-time delivery (OTD) data and reporting of such with program managers.
- Basic CRGs' communication with Customer and coordination with CFT
- Able to hold clear written communication in English and basic oral communication in English.

### **Additional Accountabilities:**

- Capture and monitor internal and external metrics related to the position as OTD, FIA recovery, NRE recovery.
- Participate with CFT on Manufacturing Readiness Reviews.
- Participation in continuous/lean activities with the Customer Focus Team (CFT).
- Coordinate processing of PO's received from Customer.
- Monitor and ensure that demand is properly loaded into MPS to drive MRP accordingly.
- Knowledge and practice of Plexus 5e culture.
- Additional duties as assigned.

### **Education/Experience Qualifications:**

- A minimum of a Bachelor's degree is required; Business or Engineering degree is preferred.
- One (1) year of related experience is required; One (1) years or more of related experience is preferred.

An equivalent combination of education and experience sufficient to successfully perform the key job accountabilities may be considered.

### **Other Qualifications:**

- Intermediate communication.
- Basic decision-making and problem solving.
- Intermediate computer skills.
- Basic operational knowledge.
- Basic Financial insight

### **Physical Requirements:**

- Employee must be assertive and self-motivated with the ability to work independently and in a team environment.

### **Work Environment:**

- The work setting should consist of an office environment with suitable lighting, comfortable temperatures, and a low noise level.

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