



**Job Title:** Customer Service Representative

**Position Location:** Intematix Corporate Headquarters, Fremont, CA

**Reports to:** Director, WW Customer Service

**General Purpose/Objectives:**

Role involves all aspects of customer service, order management, order fulfillment, and coordination with planning for Phosphor products as well as Remote Phosphor related products for world wide customer accounts.

**Essential Duties and Responsibilities:**

- Coordinate between Sales/customer, R&D, Manufacturing, Quality, Shipping, and Finance to ensure customer questions are answered and sales requests are fulfilled in expeditious manner while ensuring all customers' non-technical commitments are met.
- R&D and Manufacturing sample order entry, Customer Order acknowledgement, order entry and communication of ship date commitments to customers.
- Coordinate with salesperson and sales development engineer to create sales orders in ERP System; obtain committed ship date from manufacturing and forward to salespersons.
- Invoice customers for all products shipped from different locations.
- Verify pricing & MOQ on PO's.
- Maintain and update customer record files, assist sales and marketing as required.
- Creating and maintaining customer profiles with price quotes, special order / packaging / shipping instructions.
- File customer invoices with supporting documentation.
- Generating sales orders confirmation, invoices, packing slips, and other required documents as needed.
- Help issue return material request, assign RMR number, maintain return material request log.
- Re-acknowledge changes to the committed ship dates & process revised PO's and update related personnel.
- Provide shipment tracking information and updates to salesperson and requestor of shipment for all shipments on a daily basis.

**Required Qualifications:**

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- Bachelor Degree preferred in Business Operations, Accounting, or similar field; or 3-4 years of actual experience in related field
- Demonstrated Business Operations experience
- Good knowledge of Logistics and Sales Operations
- Excellent communication skills (written and verbal)
- Proficient using Microsoft Office Suite
- Proficient in English a must.
- Must be proficient in Korean
- Ability to work 2<sup>nd</sup> shift. ( for example: 3pm-11:30pm/12am)

**Principals only! Send resumes to: [Jobs@intematix.com](mailto:Jobs@intematix.com)**