



Customer Service Coordinator - Full Job Description

Criteria Labs is seeking a Customer Service Coordinator for a direct hire opportunity. At Criteria Labs, we recognize that our employees are our most powerful resource, selecting only the most talented and experienced individuals to work with our Engineers and Operations teams. We are located in the heart of Austin near Lamar.

Criteria Labs provides RF Products and Semiconductor Engineering Services for organizations that require unique solutions for high-reliability aerospace, oil and gas, commercial semiconductor, automotive and medical applications.

As a technically oriented Customer Service Coordinator you will support customer communications, order entry activities, and work proactively to identify and resolve delivery problems. You will be working closely with the Sales Engineering and Operations team to provide first class customer satisfaction. If you are an expert at multitasking and enjoy working in a fast-paced environment apply now!

DUTIES AND RESPONSIBILITIES

Criteria Labs is seeking a Quality Control Inspector with the following qualifications:

- Provide shipping information and documentation to customers.
- Provides order entry support.
- Resolves and coordinates with Operations team on any issue with customers.
- Process sample / customer's delivery request.
- Maintain and update customer backlogs/open orders.
- Assist in responding to customer enquiries.
- Learn material and process QA procedures.
- Follow and familiarize self with company policies and procedures.
- Performs tasks accurately and efficiently, free from errors.
- Ability to take initiative and own tasks and projects.
- Persistently drive tasks and projects to completion.
- Adapts to changes in the work environment, manages competing demands and is able to deal with change, delays or unexpected events.
- Energetic, enthusiastic, positive outlook.
- Listen attentively and able to grasp fast-paced technical conversations.
- Maintain a clean and organized work area on a daily basis.
- Consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.

REQUIRED SKILLS

- 1-3 years customer service experience.
- Excellent written and verbal communication skills.
- Excellent problem-solving skills.
- Keen attention to detail.
- Basic computer and math skills.
- In-depth understanding of company standards.
- Documentation and reporting skills.
- Teamwork and collaboration.
- Comfortable standing or walking for long periods of time.
- Support customer and internal quality audits.
- Computer skills in Microsoft Excel, Word, and Outlook.
- Able to prioritize and plan work activities and uses time efficiently.
- Desire to exceed expectations and drive positive change in the organization.
- Excellent time a self-management skill, ability to prioritize and multitask to meet deadlines.
- Strong work ethic and team player.



SCHEDULE

- Monday to Friday

EXPERIENCE

The Customer Service Coordinator should have at least a high school diploma or GED. Candidates should also have previous technical industry experience (preferred but no required).

Job Type: Full-time
Pay: \$50,000K+ DOE
Benefits:

- 401(k)
- Dental insurance
- Disability insurance
- Health insurance
- Paid time off
- Vision insurance

COVID-19 considerations:

Criteria Labs has a strict mask and social distancing policy in place at this time.

Location:

- Austin, TX 78752 (Required)

Company's website:

- <http://www.criterialabs.com/>

Work Remotely:

- No

COVID-19 Precaution(s):

- Personal protective equipment provided or required
- Temperature screenings
- Social distancing guidelines in place
- Sanitizing, disinfecting, or cleaning procedures in place

Notice: Criteria Labs provides Equal Employment Opportunity to all people in every aspect of consideration for employment. All qualified applicants will receive consideration for employment without illegal discrimination on the basis of race, color, sex/gender (includes pregnancy, childbirth, breastfeeding, and/or related medical conditions), age, gender identity, gender expression, disability, religion, citizenship, national origin, ancestry, military or veteran status, marital status, sexual orientation, domestic violence victim status, predisposing genetic characteristics and genetic information, and any other status protected by law.