

Atlas RFID Store

Position: Technical Services Specialist – Part time

Pay: \$13.00 per hour

How to Apply: <http://www.atlasrfidstore.com/about-us/> or <https://www.atlasrfidstore.com/careers/>

Job Description:

As the Technical Services Specialist, you work with the atlasRFIDstore team and relevant partners to assist with atlasRFIDstore's Service Bureau and Support operations. On a personal level, you exhibit the following traits – clarity of communication, accuracy, precision, organization, and completing projects on time. As Technical Services Specialist, you view each individual order and case as an opportunity to deliver an outstanding customer experience. You consistently seek out opportunities for continuous process improvement.

Summarized Duties and Responsibilities:

- Assist the sales team in quoting sales involving in-house services for RFID tag customization, accurately gauging workload to give reliable lead times to customers in the sales process
- Assist the Service Bureau & Support Specialist in monitoring profitability of the service bureau department by allocating expenses and recording such allocations on a job-by-job basis
- Maintain necessary inventory levels of supplies required for service bureau order fulfillment
- Coordinate directly with customers to understand vital aspects of their projects in order to set accurate expectations for order lead time, quality, and nature of products to be produced
- Oversee production and coordinate store resources to meet customer expectations regarding lead time for service bureau orders
- Maintain detailed records related to all service bureau orders in order to ensure accuracy of current and future orders
- Coordinate with the operations team to make sure that orders are shipped on-time to customers
- Confidently engage customers in the support of a variety of products, as well as other departments in various tasks

Relationships and Roles:

- Maintain prompt and clear communication channels with the atlasRFIDstore sales team as the sales team will frequently need quoted lead times and pricing for service bureau opportunities
- Maintain working relationships with other store personnel who are involved with order fulfillment by carefully setting expectations and also monitoring the quality of all products that are produced
- Coordinate closely with Atlas' vendor partners to monitor the availability of raw materials for orders (tags/ribbon/labels/equipment) and proactively avoid supply chain shortfalls
- Proactively develop and nurture a good rapport with service bureau and support customers by understanding each customer's project, and then exceeding customer expectations by proactively identifying and overcoming potential problems or difficulties on projects as they relate to RFID tagging needs

Qualifications:

- Excellent communication skills, both written and verbal
- Ability to work in a fast-paced, customer experience-focused environment
- Strong attention to detail and a high level of accuracy
- Excellent organizational skills
- Ability to prioritize activities and problem solve proficiently
- Ability to learn new systems quickly and efficiently