

# Job Title: Customer Account Specialist

Wilcoxon Sensing Technologies, an Amphenol company, designs and manufactures high performance vibration monitoring and sensing solutions. Our top quality vibration sensors and accessories are trusted by OEMs, major manufacturers, and important organizations around the world.

## Job Designation

Wilcoxon Sensing Technologies, an Amphenol company, is in search of a Customer Account Specialist who will be responsible for entering sales orders, coordinating product delivery, and delivering order confirmations. This position also supports the Internal Sales Department to resolve customer inquiries, enter and follow up on order quotations.

## Job Core Responsibilities

- Provides excellent customer service through communication, problem resolution and quick turnaround.
- Enter customer sales orders received by the Inside Sales Representatives and website.
- Coordinate with Production department to determine accurate order ship dates.
- Follow up with customer to deliver timely order confirmations.
- Enter and follow up on customer quotations.
- Coordinates with internal departments to resolve sales order issues while ensuring compliance with company procedures.
- Assist with answering incoming calls.
- Generate sales reports as required.
- Ensure export compliance regulatory requirements.

## Job Specifications

**Education:** Post-secondary degree or equivalent combination of relevant education and work experience that will allow successful performance of job expectations

**Certifications:** None required

**Years Experience:** 3 - 5 years or relevant experience

### Skills:

- Ability to provide expertise in resolving complex customer issues
- Thorough understanding of standard customer service concepts, practices and procedures
- Strong attention to detail, highly organized and ability to multi-task
- Ability to process orders quickly, efficiently, and accurately
- Excellent verbal and written communication skills; excellent interpersonal skills to drive tasks to completion
- Proficient with Microsoft Applications and database management tools

This position requires use of information which is subject to the International Traffic in Arms Regulations (ITAR). All applicants must be U.S. persons within the meaning of ITAR. ITAR defines a U.S. person as a U.S. Citizen, U.S. Permanent Resident (i.e. 'Green Card Holder'), Political Asylee, or Refugee.

Amphenol (Maryland), Inc. (dba Wilcoxon Sensing Technologies), is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law.

If you are a qualified individual with a disability or a disabled veteran, you have the right to request an accommodation if you are unable or limited in your ability to use or access our career center as a result of your disability. To request an accommodation, contact a Human Resources Representative at [WRlcareers@meggitt.com](mailto:WRlcareers@meggitt.com).

If you would like to learn more about our business and the products we sell and manufacture, please visit our website at <https://wilcoxon.com>.

To apply: Email resume to [WRlcareers@meggitt.com](mailto:WRlcareers@meggitt.com).