



## Customer Service // ONTARIO, CA

NCAB Group is a global leader in the Printed Circuit Board (PCB) industry, selling over 110 million PCBs yearly from 14 different countries with the vision to become *The Number 1 PCB Producer – wherever we are*. We are looking for customer service professionals who have the desire, passion and history of outstanding Inside Sales/Customer Service/Account Management to join our team in California.

### ARE YOU THE ONE...?

Inside Sales is all about the customer experience. You can easily lose a sale by providing less than stellar customer service and by not following up on customer inquiries. Conversely, you can increase your sales by just being a little better or different from your customer service response, perhaps face to face communication vs. an email.

If you are the one that enjoys interacting with customers to assist and guide them through the a very technical process and enjoy being an integral part of the sales team, then we want you. You can be located near our office in Ontario, CA or if you are in the San Jose, CA area, that can be a very strong option. If you have PCB knowledge, that is a plus!

### REQUIREMENTS

- You have a strong history of order management
- You have a history of working with customers from start to finish in a long order management cycle
- You have knowledge of order entry enterprise systems
- Proven high level document control and management
- Strong attention to detail
- You have a current US Passport (some Global travel required)
- You provide active customer service

- You are different, you are a solutions provider not an order taker
- You have at least an Associate's degree in business or business management
- You have previous experience in the PCB Industry either on the board supplier side or with a contract manufacturer or ODM and/or OEM

## WHO ARE WE?

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At NCAB Group, it is the people that make us unique. We work according to our values Quality First, Strong Relationships and Full responsibility, and encourage employee empowerment and initiatives. We have a high employee engagement, and are proud to be considered as top three Employer of the year in the award *Powered by People* 2017. Read more about working with us [on our career pages](#).

### We can also provide:

- An attractive above industry benefits, salary and bonus structure.
- Health, Dental, Life and Vacation benefits start day one, no waiting period.
- An environment where you will be able to go and conquer and not be held back

## WHAT'S NEXT?

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If interested, please send your resume to the email below and let us know why you would be a great fit for our opening.

[JobsUS@ncabgroup.com](mailto:JobsUS@ncabgroup.com)

*EOE/M/F/Vet/Disabled*

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*NCAB Group is a leading global Printed Circuit Board (PCB) supplier, selling over 110 million PCBs into 45 different countries and with a turnover of 154 (M)EUR. The company was founded in 1993 and has more than 365 employees in 14 countries in Europe, USA and China. Our products are mainly manufactured in China where we have an extensive and experienced factory management team, whose focus is managing our factory partners to deliver market leading performance.*

*NCAB Group have an enviable reputation of delivering a high quality product, on-time, competitively, and with a culture of excellent customer service. We work towards a [sustainable business](#) and are verified according to ISO 26000 – an international standard for social responsibility. Since 2017, NCAB is listed at Stockholm Nasdaq Exchange.*