



## **CSA – Customer Support Assistant– NCAB UK**

### **Job Profile**

The above individual is sought by NCAB Group UK based in Devizes Wiltshire.

NCAB Group is one of the leading PCB suppliers in Europe. The company was founded in 1993 and has companies in 13 countries in Europe and China and a turnover of 134(M)EUR. Our products are mainly manufactured in China where we have an organisation for strategic purchase and Factory Management focusing on quality control and continuous development of our factories. The salary is dependent upon experience. We live and work by Quality First, Strong Relationships, Full responsibility and Environmental sustainability.

This permanent role has come about due to progressive growth and expansion of our company. The successful candidate will provide administration/internal sales support to a friendly Sales team, with full responsibility of managing a small but growing group of UK accounts.

### **Duties will include but are not limited to:**

Responsible for:

#### **RFQ – Request for quote**

- Project Creation
- CAM 350
- PSL
- IQuote / Factory Pricing / Lead-times
- Customer Specifications / Penalisation instructions
- Margins / Freight costs
- Quote to customer – Quote validity
- Follow Up

#### **Order Management**

- Generate Tooling Requests
- Generate Purchase Orders / Sales Orders
- Filing – Electronic / Manual
- Order Confirmations including Paste Files, Approval Data
- Understanding ISQDs (Status Reports)
- Customer pull forward / push outs
- Understanding FMOS and reacting to delayed shipments
- Updating Super office
- Running Buffer stocks
- Aged Stock Control
- Shipping Paperwork – Monitoring Deliveries

#### **KAM (Key Account Manager - Sales)**

- Working with KAM in margin calculation by reviewing orders loaded and Cost of Sales Reports and Quote feedback
- Assisted Customer visits

**Key Management Contact**

- Liaise with customer on all aspects of the account management and coordinate and prioritise all customer enquiries
- Annual Pricing negotiations

**Required Experience & Qualifications:**

- Strong commercial awareness
- A desire to move into Key Account Management or Sales Role with some previous sales experience.
- Experience of working within a team
- Able to work under pressure in a very fast paced environment

**Key Skills & Behaviours:**

- The ability to work in a pressurised environment
- Excellent organisational and planning skills
- The ability to be trained in a commercial environment
- The ability to work to tight deadlines
- Strong communication skills
- Strong work ethic
- A confident and professional telephone manner
- Timekeeping – critical

**Job offers:**

- Free parking
- Annual Salary £18K
- Pension (5% non - contributory)
- 25 days holiday plus statutory leave days
- Opportunities to progress
- Working hours:
  - Monday to Friday 8.30am – 5.30pm &
  - Fri 8.30am to 1.30pm

**To apply**

If you are a competent individual and would like to take on a challenging role within a fast paced Company - please contact Ann Harwood on 01380 736146 or e-mail [ann.harwood@ncabgroup.com](mailto:ann.harwood@ncabgroup.com) for further information.

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