



**Job Title: Customer Service Representative**  
**Department: Sales & Marketing**  
**Location: Matamoros, Tamaulipas, Mexico**

We are seeking a dependable and knowledgeable **CUSTOMER SERVICES REPRESENTATIVE** for our manufacturing plant located in Matamoros, Tamaulipas.

**Responsibilities:**

Acts as the main customer contact and the resident expert for each assigned customer regarding: product and service information, contract requirements, reviewing and aligning schedules to meet customer's needs and resolution of issues with product and service. Tracks supply of components (inventory control) needed to complete orders, manage lead-times, and ensures on time delivery through proactive management of sales orders. Serves as KSM liaison and problem solver for the customer. Supports KSM's commitment to total customer satisfaction, quality products and services, lean processes, continuous improvement, on-time delivery, and safety.

**Qualifications:**

- 2+ years of direct Customer Service experience required; previous manufacturing experience desirable.
- Associate's degree or equivalent from two-year college or technical school preferred; two year related experience and/or training; or equivalent combination of education and experience.
- Product and market knowledge of electronics industry a plus.
- Effective problem solver; Strong analytical ability.
- Excellent Computer skills (Microsoft Suite, ERP systems, etc.)
- Maintains confidentiality; Listens to others and communicates effectively.
- Keeps emotions under control; Work well under pressure and is able to meet multiple and sometimes competing deadlines.
- Cooperative and professional behavior with co-workers, supervisors and customers.
- Excellent communication skills; Able to effectively communicate in English – both verbally and via written media.

**Qualified candidates should submit their Resume/CV for consideration via email to:**  
**[HumanResources@ksmelectronics.com](mailto:HumanResources@ksmelectronics.com)**

*(No phone calls please. This vacancy is NOT open to third-party recruiters or staffing agencies for recruiting purposes. KSM Electronics is not responsible for any fees associated with unsolicited resumes of candidates submitted by staffing agencies/third-party recruiters.)*