



Inside Sales/Customer Service Associate II

Marki Microwave is seeking a full time Sales/Customer Service Representative. This role involves close interaction with our customers in the support of a full range of critical sales channel needs such as quoting, order review/entry, and sales-team collaboration. The employee will work with all core manufacturing entities inside the company including sales, manufacturing and engineering to provide superior support to customer needs.

Responsibilities include:

Quoting and Purchase Order Administration;

- Process customer requests for quotation, formal or informal; prepare accurate quotations to include pricing, lead times, and exceptions to customer terms
- Analyze in-coming orders for accuracy, validity, delivery information, and compliance with company sales and manufacturing policies
- Generate quotes and enter orders using company ERP software
- Provide status on all pending orders to internal and external teams

Provide front-line Customer Service;

- Assist customers, through written and verbal communication, with logistical support for existing and new orders
- Coordinate with key personnel inside Marki Microwave when receiving incoming questions/issues/comments
- Interface with Marki technical staff to provide comprehensive support

Experience:

- 3-5 years relevant customer service experience, preferably in a high-tech manufacturing environment
- International and/or government sales experience a plus

Education:

High school diploma or equivalent required. Postgraduate coursework a plus.



Skills:

- Experienced in core Microsoft Office programs (Excel, Word, PowerPoint, etc)
- Experience with Enterprise Resource Planning (ERP) software (such as Sage ERP) preferred
- Excellent written and oral communication skills
- Ability to work independently and think critically
- Detail-oriented, able to multi-task and thrive in a dynamic professional environment

To Apply: Please email your resume to careers@markimicrowave.com.





About Marki Microwave

Shattering Performance Barriers Since 1991.

At Marki Microwave our goal is to invent technologies to empower the RF and microwave industry to *design faster, simplify production, eliminate complexity, and shatter performance barriers.*

We achieve this goal through intensive research, product development, advanced and carefully controlled production, and world class customer support. We have a multi-decade legacy designing high performance microwave electronic components, demonstrating technical leadership through collaboration with thousands of customers spanning markets including commercial wireless, military and test and measurement. Our extensive knowledge base is enhanced with state-of-the art CAD, and in-house production, test and measurement capabilities through 110 GHz.

Marki Microwave is a woman-owned private company based in Morgan Hill, California, 30 minutes from downtown San Jose in southern Silicon Valley. We offer a full benefits package including holiday pay, PTO, medical/dental/vision insurance, and a 401(k)/profit sharing plan.

Marki Microwave 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, gender identity and pregnancy, national origin, disability, or protected veteran status, or any other characteristic protected by applicable federal, state, or local law. This position must meet Export control compliance requirements; therefore a "US Person" as defined by 22 D.F.R & 120.15 is required.

