

TRW Automotive

*** Job ID:** 63002

*** Job Title :** Customer Support Specialist

Job Reference Number  :

Organization Name : [TRW Automotive](#)

Number of Openings: 1

Work Schedule: 8-5

Wage/Salary: \$55,000

Employment Start Date: May 1, 2015

Employment End Date: N/A

*** Job Description:** Position title: Customer Support Specialist

Department: Materials

Reports to: Materials Manager

This position is primarily responsible to be the first point of contact with the current customer's ship to points, obtain Customers orders in web portals, identify discrepancies with ERP system (SAP) and communicate internally to meet Customer 100% delivery on time for OE and Service components. Analyze and respond to Customer issues, both systematic and concerns.

DUTIES AND RESPONSIBILITIES (Essential Functions):

- o Daily review customer demand in FCA, Ford and GM web portals.
- o Daily update shortage and launch promises in FCA, Ford and GM web portals.
- o Set up and maintain SAP parameters to meet 100% customers ASN requirements.
- o Maintain a close communication with Master Scheduler to ensure 100% customer requirements are included in the production plan.
- o Returnable containers management in customers web portals reconciliations.
- o Analyze customer orders and changes to establish delivery promises based on material and capacity availability.
- o Download Customers Shipping routing instructions and setup shipments accordingly.
- o Perform root cause analysis for any customer delivery issues. Develop, implement and communicate long term corrective actions.

- o Coordinate schedule changes initiated by customers with the Master Scheduler.
- o Work with customer and logistics companies (i.e. retrieve release orders, commit ship dates)
- o Reconcile all SAP exception messages on a regular basis to ensure accurate customer schedules, update scheduling agreements, (SAP).
- o Be the point person in the Materials Department for engineering changes, communicating with the Customers, Engineering, Quality, and Operations.
- o Ensure that Engineering changes are pushed through to completion. Follow up with Master Scheduler and Planners to insure all changes are communicated to the suppliers as well as the customer.
- o Investigate customer schedules relative to shipping discrepancies, customer debits, past due orders, cancellations and increases and short lead time
- o Ensure that customer packaging requirements are met relative to quantities and type of container
- o Track and report customer delivery performance.
- o Maintain open communications between internal and external TRW departments
- o Provide backup within the materials and shipping functions as required.
- o Review and answer customer disputes in the appropriate system

EDUCATIONAL AND EXPERIENCE REQUIREMENTS:

- o SAP experience strongly preferred
- o Advanced Microsoft Excel skills preferred
- o Bachelor degree in business or other analytical degree (i.e. math or science) or related field required
- o Three to five years related experience required
- o Excellent interpersonal, verbal and written communication skills
- o Familiarity with electric and hydraulic products and manufacturing processes
- o APICS certification preferred

***Job Location:** Atkins, VA

***Applicant Type:** Full-time

Minimum GPA:

Work Authorization: U.S. Citizen or U.S. National

Graduation Start: 1/1/2010

Graduation End: 5/31/2015

Academic Level: Alumnus/a

Degree Levels: Bachelor of Arts

Bachelor of Science

***Major(s) :** College of Engineering

College of Natural Resources and Environment

Majors in Multiple Colleges

Screen Applicant Types: No

Screen Work Authorization: No

***Post Date:** 4/9/2015

***Expiration Date:** 6/8/2015

You can apply through Hokies4Hire or email your resume directly to: Benita Mcrae at Benita.mcrae@trw.com.