

KEMET as a part of a YAGEO corporation is a leading global company with an excellent reputation in the capacitor industry. Our vision is to be the world's most trusted partner for innovative component solutions. We are talent oriented, we believe the math must work, we demand speed, we provide unparalleled customer experiences, we exhibit ethics and integrity, we require no politics, we stand as One KEMET, we lead material innovation, we protect our environment. Our mission is to help make the world a better, safer and more connected place to live. **We want to attract individuals with a global mindset who are innovative thinkers and who have a passion for performance excellence. We are looking for self-motivated, proactive individuals with a good sense of professional responsibility and work ethics for the position:**

**Customer Support Representative in Electronic Industry**  
**(equivalent to Account Manager)**

**Position responsibilities and duties:**

- Achieving and maintaining rapport with customers and work to give them the best possible service;
- Sharing of any interaction and involvement with customers that might require the outside sales representative's attention or may result in additional sales;
- Conduct follow-up calls with the sales team and management;
- Identify and assess customers' needs to achieve satisfaction;
- Build sustainable relationships and trust with customer accounts through open and interactive communication;
- Provide accurate, valid and complete information by using the right methods/tools;
- Meet personal/customer service team sales targets and handling quotas;
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution; Keep records of customer interactions, process customer accounts and file documents;
- Develop relationships with selected clients and prospects in order to set appointments and expand the company's brand awareness by accurate needs identification and solution positioning.

**Required qualifications and skills:**

- Excellent written and spoken English is mandatory;
- Knowledge in any additional language will be a plus;
- Strong interpersonal and communication skills to convey information to prospective and existing customers;
- Strong phone contact handling skills and active listening (handling escalation conference calls with Middle and Senior Management from customer's side);
- Be able to work under pressure;
- Proficiency with Microsoft Office applications (e.g., Excel, Word);
- Previous sales or customer service experience is highly appreciated.

If you are interested in the position responsibilities and you are confident with required qualifications and skills, please send your application (**CV and Cover Letter**) to: [macedoniacv@kemet.com](mailto:macedoniacv@kemet.com) with subject line **Customer Support Representative / your name and surname** by **September 30<sup>th</sup> 2021**.

Only shortlisted candidates will be contacted.

The job applications will be kept in our database for one year.