

**Renton Coil Spring Co.**  
**Administrative Support Job Description**

**Overview**

Renton Coil Spring (RCS) is the Global Leader for Titanium Spring Manufacturing and Innovation. RCS is ISO 9001/AS 9100 certified and uses cutting edge, patented technology, and engineering expertise to develop products for the most challenging of aerospace, commercial and performance applications. With a strong commitment to R&D, lean manufacturing and continuous processes improvement, RCS values dedicated team members that are focused and dedicated.

We are seeking a highly motivated Administrative Support individual to join our Customer Service team. This individual ensures delivery of excellent customer service through fast and accurate processing of orders, communication, and coordinating with other departments to resolve inquiries. This role supports the Account Manager and Quoting and Sales departments. Ideally, this individual would have impeccable attendance and would be available for overtime as needed to support the needs of the sales team.

**General Job Duties**

- Entry of Orders (data entry)
- Organize and prioritize customer inquiries.
- Responsible for follow through to all customer calls or inquiries directed to customer service.
- Handle incoming calls and e-mails to customer service
- Completion and return of all repeat quotes.
- Flow new quotes to Engineering.
- Completion/return of new quotes after engineering completion.
- Handle all expedite requests.
- Follow procedures where given/ request procedures where the process is unclear.
- Working in harmony with other co-workers.
- Additional duties may be added as circumstances dictate.

**Key Qualifications**

- Strong attention to detail

- Ability to stay organized and prioritize tasks
- Experience in customer service fields (retail, restaurants, call centers, etc.)
- Professional verbal and written communication skills
- Excellent Intermediate Excel and Word knowledge and Basic Math skills
- Demonstrated ability to learn and work in a team environment.

Familiarity with Blueprint Reading or Manufacturing Schematics would be a plus.

**What RCS Offers:**

- Schedule: Monday – Friday, 7:00-3:30
- Extensive benefits package with health, dental, vision, life insurance and 401(k) with matching employer contributions and tuition reimbursement.
- Regionally competitive wages to ensure work/life balance.
- Monthly employee appreciation events

All qualified applicants will receive consideration for employment without regard to race, ethnicity, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, age, or any other status protected by law.

Veterans encouraged to apply.

Candidates will be subject to initial and random anti-drug and alcohol testing upon acceptance of offer.

Qualified applicants will hear back from us very soon! We will not keep you waiting!

Job Type: Full-time