



About ARO

Established in 1991, Alpine Research Optics has distinguished itself as a leader in providing UV optics to the laser, semiconductor, and medical, and scientific research markets. ARO fabricates ultra-precision optics and has in-house coating capabilities starting at the 193 nm wavelength. Production quantities range from prototype to mid-level volumes for windows, mirrors, prisms, beam-splitters, spherical and cylindrical lenses. ARO is ISO 9001:2008 registered.

Job Summary

We are seeking an articulate, energetic, and personable individual for our Customer Service Coordinator position. Initiates RFQ process and coordinates with Engineering, Planning, and Manufacturing personnel to complete job quotations. Responds and interacts frequently with customers to answer questions and provide information on orders/status. The work will require accurate and efficient data entry and a methodical and detail-oriented approach to work by organizing and prioritizing. It will also require strong communication skills, both written and oral. Requires the ability to relay instructions and information clearly, provide feedback when appropriate to ensure instructions are understood clearly. Generate accurate and timely reports for Sales meetings. Conduct and report customer surveys. Process RMAs, coordinating information/status internally and with customers. Required to perform other related duties as assigned or directed to meet goals and objectives of the department and the organization.

Essential Skills and Requirements

- Excellent interpersonal and problem solving skills
- Proficient with Microsoft Office
- Proficient with CRM software (ACT)
- Strive to develop an understanding of optics
- Experience in a production environment
- Strong communication skills (written and oral)
- Ability to handle multiple tasks with multiple deadlines
- Learn to read and work from optical drawings
- Work well with time and production demands
- Able to interpret and apply a variety of rules, regulations, policies, and procedures related to work of the company