

## Quality Control Technical Services Representative (Customer Facing)

We are looking for an extremely independent and self-motivated Technical Services Representative with a strong business acumen and drive for continuous improvement to join the Encore family! This position will play an integral role in strategically servicing our customers to ensure the absolute best quality for their bottles!

Here at Encore, we empower you to make decisions and seek out the information necessary to provide exceptional service to our internal and external customers. Forty-four years in business and still strong, we offer stability and growth opportunities within the organization and a regional presence. If you are passionate about details and finding solution-orientated results this is the position for you!

Bottles when and where you need them anywhere in the world - we are your source for anything packaging!

### What you will be doing/The Role:

You will provide proactive and reactive technical support to Encore's customers. You will audit the performance of Encore's products in the customer's plant and advise how the performance and reliability of these products can be maximized. You will respond to customer's requests for fast resolution of problems with Encore's products, sometimes on an emergency basis. At the customer's request troubleshoot or repair problems, direct or train customer's employees to do the necessary work. Establishing and maintaining relationships with customer's employees is vital to the position. ***You will work with minimal supervision and a flexible schedule and travel by car 80% to 85% of your time in throughout California.***

### Why Encore?

- We care about our employees – you are our biggest asset – we celebrate your milestones and success! From our service hero award, to Employee of the Month, and fun winter and summer activities!
- We are committed to employee development and growth – when you succeed we succeed!
- We offer a competitive base salary and benefits package with a generous 401k matching program.
- We have been around for over 40 years and continue to have exciting opportunities on the horizon.

### MINIMUM REQUIREMENTS

- Two plus years of experience on a bottling, food and/or beverage lines required.
- Thorough knowledge of winery and/or beer bottling equipment.
- Thorough knowledge of wine and/or beer packaging materials
- Strong business mind-set & acumen with a focus on cost improvement and impact to Encore and the customer.
- Strong mathematical skills with the ability to compute, analyze and create reports on impact of quality issues.
- Ability to operate in ambiguous and somewhat fluid situations
- Excellent customer service skills
- Advanced written and communication skills
- Great team player
- Pro-active mindset
- Patience, composure and a friendly personality

Encore Glass is an equal opportunity employer\*. For more information, please visit our website at [www.encoreglass.com](http://www.encoreglass.com).

If you are interested in joining the Encore family, please reply to this ad and include your cover letter, resume and salary requirements.

**\*Equal Opportunity**

All persons have equal employment opportunities with Encore Glass, regardless of their sex, race, color, age, religion, creed, sexual orientation, national origin or citizenship, ancestry, physical or mental disability, medical condition (cancer or genetic characteristics), marital status, gender (including gender identity or gender expression), familial status, military or veteran status, genetic information, pregnancy, childbirth, breastfeeding, or related conditions (or any other group or category within the framework of the applicable discrimination laws and regulations).