

Bottling Line QA Representative

We are looking for an extremely organized, self-motivated Quality Control Technical Services Representative with ***bottling line experience*** and with exemplary customer services skills, a passion for quality and glass to join the Encore family!

You enjoy traveling to customer sites by car, at times 3-6 hours away, to visit their bottling lines to trouble shoot issues that arise. You love problem solving and getting to the root cause to solve a customer issue and provide excellent service to our customers.

Located in Fairfield, CA this position will play an integral role in providing support to our external and internal customers to ensure the absolute best quality of our 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. Celebrating 50 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:

- Establish and maintain relationships with customer personnel; acts as the liaison between the customer, the customer support team, and Encore.
- Visit customers with or without the assigned Sales Representative, spending a minimum of 80% of working hours in face-to-face interaction with customers, in order to maximize relation and trust.
- Provide interface between Encore and the customer.
- Report any opportunities to provide additional products or services which may help the customer to meet their goals (sales leads).
- Report any changes or modifications to customer's equipment configuration, glass usage, or business situation.
- Identify and communicates chronic problems and lead the investigation to solve the issues.
- Report any customer suggestions or comments about customer needs or product/service improvement opportunities.
- Review prototypes of products and provides feedback on design, specification, or performance.
- Develop new relationships with potential customers, directly or supporting the other sales representatives.

Why Encore?

- We care about our employees – you are our biggest asset – we celebrate your milestones and success! From our service hero awards to our Outstanding Achievers, and fun activities we care about you!
- 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 50 years and continue to have exciting opportunities on the horizon.

MINIUM REQUIREMENTS

- 3 plus years experience in wine/beer bottling preferred, or food and or beverage lines
- Thorough knowledge of winery and/or beer bottling equipment.
- Thorough knowledge of wine and/or beer packaging materials

- Ability to travel to Mexico, and by car in CA and surrounding states
- Bi-lingual, Spanish speaking is ideal
- Ability to operate in ambiguous and somewhat fluid situations
- Superior organizational and problem-solving skills
- 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.

If you are interested in joining the Encore family, please reply to this ad and include your cover letter, resume and salary requirements. The annual salary for this position is a range from 65K-80K.