



Customer Technical Services Specialist - Steel Industry

10/30/2009

Job Description

ThyssenKrupp is a global leader in carbon and stainless steel with a proven track record of innovation, corporate citizenship, social and environmental responsibility, employee safety and customer satisfaction.

ThyssenKrupp Steel USA is seeking a **technical quality systems specialist** for our developing processing operations in Detroit, Michigan.

Our **Lead Technical Services Specialist** will:

- As part of our Sales & Marketing team, be responsible for overall customer satisfaction in terms of product quality for assigned customers
- Review and analyze customer complaints and claim settlements for assigned customers
- Coordinate quality problem resolution with manufacturing plants for assigned customers
- Provide oversight of customer qualifications, product approvals and product trials for assigned customers
- Coordinate and participate in quality audits and certification procedures
- Handle Inquiry review and clarification for manufacturing capability
- Participate in cost savings development for customers
- Develop corrective action process
- Communicate customer expectations to mill

Job Requirements

Our Lead Technical Services Specialist will have or demonstrate:

- Bachelors degree in Metallurgy or Material Science, or have combination of related experience and education
- 5 years of steel, or steel related experience in quality assurance, product development, and/or manufacturing
- Must have knowledge of steel making processes, and have experience working with flat rolled steel products and specifications.
- Must have knowledge of quality systems and processes

- Should have strong interpersonal skills, problem solving capability, and demonstrated ability to communicate with all levels of organization and customers
- Should have interest and ability to support our Detroit office location.

For more information on the company and other professional opportunities at ThyssenKrupp Steel USA, go to <http://www.thyssenkruppsteelusa.com>, or contact Mr. Steve Howser at steve.howser@thyssenkrupp.com, and at 251-289-3000.