



ThyssenKrupp Steel USA

Customer Technical Services Specialist - Automotive

9/30/2010

Job Description

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

ThyssenKrupp Steel USA is seeking **technical service specialists** to support our Automotive Sales & Technology operations in Southfield, Michigan, and to support our developing mill operations in Calvert, Alabama.

Our **Lead Customer Technical Specialists-Automotive** will:

- Be responsible for overall customer satisfaction in terms of product quality
- Evaluate new applications/opportunities, review inquiries against manufacturing capability, communicate customer expectations to mill, and review cross application proposals
- Have overall responsibility for review and analysis of customer complaints, claim settlements, and corrective action process
- Coordinate quality problem resolution with manufacturing plants, and participate in problem solving
- Provide technical support to stamping plant, develop good relationships and negotiate claims
- Coordinate and participate in quality audits and certification procedures
- Participate in customer cost savings activities, and arrange trials at customer.

Job Requirements

Our **Lead Customer Technical Service Specialists-Automotive** will have or demonstrate:

Minimum Job Relevant Knowledge

- Knowledge of flat rolled steelmaking processes and automotive applications and specifications
- Experience in an automotive stamping plant
- Knowledge of quality systems and processes.

Minimum Job Relevant Experience

- 5 years of steel or steel related experience in quality assurance, customer technical service, and product development and /or manufacturing
- 5 years of automotive stamping plant experience in QA, and / or manufacturing



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Degree/Certification Required

- Metallurgical degree or engineering degree preferred
- Knowledge and experience in steel making operations and applications required

Required Skills

- Strong interpersonal and communication skills
- Excellent work ethic – self starter
- Strong problem solving capability

Desired Skills and Abilities

- Degree in metallurgy or material sciences
- Previous management experience in a research and development environment for steel or steel related products
- Customer technical service experience
- Should have ability to support our Automotive Technology operations in **Southfield, MI**, or co-located with prospective customer in **Chattanooga, TN**.

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

(TKS Southfield 667-669)