

ThyssenKrupp Steel USA, LLC



Technical Services Specialist - Steel Industry

11/19/2008

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 Calvert, Alabama.

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

For more information, please contact **Mr. Steve Howser** at 251-289-3000, send resume to Steve.Howser@thyssenkrupp.com, or review our posting at <http://www.thyssenkruppnewusplant.com>.