

**TEXT FOR POSTING ON COMPANY WEBSITE**

**Customer Technical Support Engineer** - Confer with customers, vendors and suppliers to determine product specifications. Evaluate the prototypes according to product specification and quality standards. Confer with Manufacturing, Engineering, Quality, Production Planning, and other staff regarding manufacturing capabilities, production schedules, and other considerations to facilitate production process. Participate in meetings, seminars, workshops, and training sessions to stay apprised of new developments in field. Proactively manage customer issues to ensure their timely resolution. Apply fundamental troubleshooting skills to issues before escalating to the appropriate group. Manage development projects together with cross function teams including Mitsuba headquarters members in Japan. Proactively manage relationship with multiple customers. Understand short and long-term customer goals and objectives as they relate to MITSUBA. Comply with all applicable policies and procedures as required by AMC Quality and Environmental Standards programs.

**Requirements** - Bachelor's or foreign equivalent degree in Electrical Engineering or Mechanical Engineering and one year of experience in the job offered or one year of experience in customer support area. Special skills - Six months of experience with product testing such as sound and vibration measurement and analysis; FMEA, FTA and 8D Method; and electrical device-related experience and standards. One year of experience with benchmark study including part tear-down, dimension measurement and material analysis and blueprints including GD&T and schematics, both in metric and English. Frequent domestic and international travel required.

Worksite: 41651 West 11 Mile Road, Novi, MI 48375.

Apply to:

Ms. Terrilee Royce  
Human Resources Generalist  
American Mitsuba Corporation  
2945 Three Leaves Drive  
Mt. Pleasant, MI 48858