



The Appointment of Client Services Representative



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At **Britz**, we're not just a company, **we're a family**. For over **30 years**, our commitment to **excellence** and **dedication to our customers** have been passed down through generations, shaping who we are today.

As we continue to grow and **evolve**, we remain steadfast in our commitment to delivering **exceptional products and services** to our valued customers.



Britz Family

1.0 Introduction to Britz & Co.

Join a Legacy of Excellence and Innovation

For over 30 years, our family-owned business has been a beacon of excellence and innovation. As we usher in the third generation of visionary leadership, we are embarking on an exciting new journey of strategic growth and transformation. We invite talented individuals to become a part of our thriving team and contribute to our legacy.

About Us

- **Rooted in Tradition:** Founded six decades ago, our business is deeply rooted in tradition and family values. We take pride in our rich heritage and the principles that have guided us through the years.
- **Global Presence:** As a member of a prestigious global group, we have a significant presence in research markets across the globe. Our expansive reach allows us to make a difference on an international scale.
- **Commitment to Excellence:** Our unwavering dedication to the highest standards of client satisfaction and product innovation has been the cornerstone of our success for generations. We continuously strive to exceed expectations and set new benchmarks in our industry.

Our New Chapter

- **Innovative Structure:** We are excited to introduce a new organizational framework designed to foster growth, enhance collaboration, and drive success. This innovative structure empowers our teams to achieve their full potential.
- **Advanced Resources:** Our commitment to excellence is reflected in the cutting-edge resources and tools we provide to our employees. We believe in equipping our teams with the best technology and support to excel in their roles.
- **State-of-the-Art Facilities:** We are proud to announce the launch of our new, state-of-the-art factory. This facility represents our dedication to advancing our manufacturing capabilities and setting new industry standards.



**100% Vertical
Integrated Approach**

Why Join Us?

Blend of Tradition and Innovation

- Be part of a mission that seamlessly combines the rich heritage of our family-owned business with forward-thinking innovation. Experience the best of both worlds as we honor our traditions while embracing cutting-edge advancements.

People-Centric Culture

- Contribute to a company that truly values its people. We are committed to the personal and professional development of our team members, fostering a supportive environment where everyone can thrive. Your growth is our priority.

Global Network, Family Feel

- Enjoy the unique blend of a close-knit, family-oriented atmosphere within the expansive reach of a global network. Our inclusive culture ensures that you feel connected and valued, no matter where you are in the world.

Your Opportunity

- Are you ready to make an impact and play a crucial role in our ongoing journey? We are on the lookout for passionate, talented individuals who are eager to be part of a transformative mission. Join us and help shape the future of our company while advancing your own career.

Take the Leap

- Apply now and become a vital part of our dynamic team. Together, we will continue to deliver exceptional products and services to our clients, embracing the exciting changes and opportunities that lie ahead.

2.0 About Tecniplast Group

Britz and Co has become part of the Tecniplast constellation of companies in 2023. Tecniplast is the global leader and unique turn-key equipment solution provider for the Laboratory Animal Science market. The company was founded in 1949 by Carlo Bernardini and since then is routed at the foot of the Italian Pre-Alps, north of Milan International Airport and south of the Ticino Canton Swiss border, surrounded by the beautiful Lombardy Lake district.

Nowadays generating close to 300-million-euro consolidated turnover with over 1.100 employees worldwide, several state-of-the-art engineering and production facilities within and around the Italian headquarters and multiple international subsidiaries, Tecniplast remains a family-owned company, lead and inspired by the first line of succession of Carlo Bernardini and managed by top in class professionals and executives.

At Tecniplast we have maintained a high degree of trust and loyalty with our clients based upon a variety of successful installations and sincere communication channels. Our core values, powering everything we do, are disruptive innovation, genuine passion, technical competence, global presence and enduring accountability, distinctive “family values” initially triggered by our founder, Carlo, and preciousy fostered over the years by all our employees in Italy as well as within the rest of our growing international network.

Edoardo Bernardini, Tecniplast Spa Shareholder

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*At Tecniplast, we continuously improve
our business operations,
always striving for **innovation and evolution**.*

*We believe the success
of our business is created by **individual efforts**,
good teamwork and
sincere communication with our clients.*



TECNIPLAST

Carlo Bernardini

Tecniplast Group Founder

3.0 Core Values

This is a story of a family driven by passion, commitment and dedication, of quality and expertise
100% Made in USA.

Sharing and promoting values that we consider important both in our private and professional lives represents the foundation and the framework of our guidelines for pursuing and offering excellence.



PARTNERS

Identifying opportunities and taking action to build strategic relationships between one's area and other areas, teams, departments, customers, vendors, or organizations to help achieve business goals.



CHANGE

Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change both within and outside of the company.



COMMUNICATION

Clearly conveying information and ideas to individuals or groups in a manner that engages them and helps them understand and retain the message. Listening effectively and asking clarifying questions. Actively seeking input from others and seeking to be the first to understand.



QUALITY

Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; and, being watchful for total quality.



ACTION

Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive and exceeding our partner's expectations.

Values make our life and our work valuable. We promote courage, agility, cooperation and entrepreneurial behavior to achieve common ambitious purposes.

4.1 Job Opportunity

Job Title: Client Services Representative

Location: Sheridan, WY

Department: Technical Sales

Reports To: President & CEO

Job Type: Full-time

Position Summary:

Prepare customer quotations and orders using the company inventory and order system.

Essential Duties and Responsibilities:

- Prepare customer quotations or revisions according to the Company pricing policy, information from Sales Representatives and Proposal Engineers
- Communicate with customers: pricing, stock availability, order status, and delivery ETA
- Process customer Purchase Orders (POs):
 - Verify the accuracy and consistency with the related quotation/ price list
 - Send a copy of each PO to sales representative and Proposal Engineers
 - Data entry in ERP system
 - Send copy of the Order Acknowledgement (OA) to customer and sales representative
 - Send copy of the Credit Card Authorization Form to customer as required
 - Follow up with Operations for new parts
- Process change orders & RMA's
- Maintain orders in ERP
- Process demo orders according to Company policy
- Process Free of Charge (FOC) requests as directed

Knowledge and Skills:

- Working knowledge of MS Office required, Adobe is a plus
- Organized, accurate and detail-oriented
- Ability to handle multiple calls and projects at one time
- Ability to work with little management
- Always demonstrates professionalism
- Knowledge of Customer Service Principles and practices
- Knowledge of administrative procedures
- Ability to problem solve as well as to handle tight deadline and shifting priorities
- Proven success in customer focused environment
- Has solid knowledge of customer needs and sensitivity to economic impact of decisions
- Ability to work in team environment
- Good interpersonal skills
 - Able to communicate clearly both in writing and speech
 - Communicate and coordinate with internal departments and Customers

Education and Experience Requirements:

- Associates degree or equivalent combination of education and experience
- Customer Service-related work experience in a technical related field would be a plus





BRITZ
a **TECNIPLAST** company

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