



Associate Engineer

Westpak, Inc. - San Jose, CA

- Are you passionate and determined, creative & open-minded?
- Do you build open & honest relationships with communication?
- Can you always be counted on to go beyond excellent customer service whether internally or externally focused?
- Do you actively pursue growth, learning, & understanding?
- Would others say you act with integrity and accountability?
- Do you value wisdom and embrace change?
- Are you humble and do you seek the truth always?

Westpak's mission is to provide the best possible and highest quality testing services in an environmentally friendly manner, using calibrated and well-maintained equipment at all times, conducted by test engineers that are knowledgeable, highly motivated, and well-trained.

An **Associate Test Engineer** candidate will:

- Ensure order accuracy and quality through document control, standard operating procedures and auditing
- Provide a high level of customer service for onsite testing support. Partner with customers as the Westpak "host" for onsite product testing needs.
- Maintain Westpak 5S and various site standards and expectations.
- Maintain responsive customer communication regarding testing services provided. Update customer on test status, updates, results explanation and consultation for improvements and recommendations.
- Internally support Engineering Services with and service customers over the phone, in person and via email,
- Take and process customer orders, provide schedule information, and follow up as required
- Accurately perform data entry including customer contact records
- Assist on various duties and projects as assigned by manager.
- The above statements are intended to describe the general nature and level of the work being performed by the employee assigned to this position. There are no exhaustive lists of all duties and responsibilities, knowledge, skills, abilities, physical job demands and working conditions associated with this position.

Personal / Professional Attributes

- Fast learner and ability to communicate clearly.
- High focus on customer service, and willing to go above and beyond to get the job done.
- Organized and impeccable follow-through skills.
- Work collaboratively with colleagues
- Fundamental belief in and initiative shown to improve Westpak
- Contribute to a positive Westpak work environment through cooperative and professional interactions with co-workers, customers, and vendors.

Requirements for Eligibility

- B.S. Degree in Packaging Engineering or equivalent experience
- 0-2 years of working laboratory experience conducting product/packaging testing
- Experience in package or product testing or related industry preferred
- Ability to read and interpret documents such as protocols, industry specifications and procedures.
- Understanding packaging fundamentals
- Possess a strong work ethic and a high level of professionalism
- Proficient in Microsoft Office suite and general computer literacy
- Math skills: Basic algebra, statistics and geometry