



TITLE: Technical Sales & Service Support Representative – Lifting Devices

DEPARTMENT: Sales

COMPENSATION: Competitive wages based on experience

BENEFITS: Medical, dental, vision, life insurance, short and long-term disability insurance, paid time off package, 401(k) with company contribution, FSA or HSA options, educational assistance, dependent scholarship program, onsite fitness center, and much more!

General Responsibilities:

- Provide technical sales support to dealers and end-users of Gorbelt Lifting Devices (G-Force®).
- Collaborate with the Head of Product Training to develop technical product sales and service training for internal, customer-facing, Gorbelt personnel.
- Travel as needed to provide technical Gorbelt Lifting Device training for Gorbelt dealers at their facility.
- Provide technical Gorbelt Lifting Device training for Gorbelt dealers in conjunction with formal Gorbelt Dealer Training classes and other dealer education efforts.
- Provide personalized service and coordinate with other departments to significantly reduce the customer's time and effort required to resolve problems
- Use good questioning techniques, active listening skills, and a consistent approach to help solve problems quickly and easily
- Use conceptual abilities to understand the unique application needs of customers and translate them into cost effective solutions
- Assist in developing and improving product support documentation that meets the needs of Gorbelt dealers and end users.
- Create trust and a positive experience for the customer by seeking to understand the reasoning behind customer needs, then sharing the customer's urgency for meeting those needs.

Essential Job Duties:

Working within a team structure the Technical Sales Support Representative will:

- Communicate customer requirements both external and internal to establish and maintain a professional relationship with all customers
- Provide technical guidance/assistance to Customer Service and ATSS representatives
- Participate and collaborate in team settings and cross-functional teams to improve products and/or service to our customers
- Work within existing process guidelines and develop new processes as needed to provide consistent and seamless interaction with our customer base
- Educate and support Gorbelt Preferred Integrator Partners as needed to ensure consistent, high quality, total solution integration services for Gorbelt Dealers.
- Be willing and able to travel 30%-40% of the time both domestically and internationally to support Gorbelt distributors, end user customers, and Gorbelt trade show efforts.

Basic Requirements:

- Three to five years customer service or technical sales background
- Strong mechanical and electrical aptitude
- Fluency with MS Office Suite products
- Proficient presentation skills to provide training to reps, dealers, and end users
- Strong attention to detail and ability to multi-task
- Strong communication skills; both written and verbal
- Willingness to give/receive feedback and act on opportunities for improvement
- Problem solving, negotiating, time management and conflict resolution skills
- Familiarity with blueprint reading and interpretation as well as interpreting end-user bid specifications



Beneficial Experience:

- Industrial or material handling background
- Working knowledge of electro-mechanical systems and components, reading mechanical drawings
- Working knowledge of electrical industrial motion control systems and components
- Associates Degree in a technical discipline or equivalent technical education
- Ability to work with dealers and customers of various backgrounds and cultures

Gorbel, Inc. is an equal opportunity employer.