



**TITLE:** Applications Engineer/Customer Support

**DEPARTMENT:** Customer Service

**REPORTS TO:** Department Supervisor

**COMPENSATION:** Competitive wages based on experience

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

Gorbel, Inc. has been the market leader in the materials handling industry since its founding in 1977. Our comprehensive line of cranes is the ideal solution for today's industrial ergonomic needs. Gorbel is committed to providing our customers with the highest quality equipment and service available. We are currently seeking a qualified Application Engineer/ Customer Support for our Cleveland Tramrail® product line.

### **General Responsibilities:**

- Provide technical sales support to Dealers and End-users of Cleveland Tramrail® product line
- Provide personalized service (telephone and/or written) that meet or exceed customer's time and quality expectations
- The ideal candidate will use good questioning techniques, active listening skills and a consistent approach to providing Extraordinary Customer Service
- The conceptual abilities of the ideal candidate will allow them to understand unique application needs of customers and translate them creatively into cost effective solutions
- Primary resource for competitive situations. Ability to dissect and optimize our quoted designs, and researching and presenting costs/margins.
- Multi-tasking and projection of a calm professional demeanor are essential for success

### **Essential Job Duties:**

- Provide written quotes for complex systems outside the standard system specification, follow up on quotes
- Familiarity with blueprint reading and interpretation as well as interpreting end-user bid specifications
- Clarify large/complex purchase orders with customer
- Communicate both external and internal customer requirements
- Establish and maintain a professional relationship with all customers
- Communicate customer needs and desires effectively throughout the organization and collaborate to resolve issues
- Escalate all newly discovered solution data and knowledge to the knowledge repository editors
- Work well under pressure using excellent time management techniques
- Participate and collaborate in team settings and cross-functional teams (estimating team member) to improve products and/or service to all our customers
- Possess good presentation skills allowing them to provide training to reps, dealers and internal customers
- Work within existing process guidelines; develop new processes as needed to provide a consistent and seamless interaction with our customer base
- Available to assist with CT dealer training



- Available to assist with CT CSR's training on complex systems
- Be willing and able to travel on a limited basis

**Skills Required:**

- Familiar with ASME Y14.5 drafting guidelines
- Knowledge of structural steel components
- Strong mechanical aptitude
- Working knowledge of electro-mechanical systems and components, reading electrical schematics and mechanical drawings
- Minimum Associates Degree in a Mechanical/technical degree
- Five to ten years customer service or technical sales background
- Fluency with MS Office Suite products
- Strong attention to detail, problem solving and conflict resolution skills
- Strong communication skills both written and verbal as well as a willingness to give and receive feedback and act on opportunities for improvement

**Beneficial Experience:**

- Bachelor's degree in a technical discipline
- Industrial or material handling background

**ADA Physical/Mental/Workplace Requirements:**

- Occasional lifting up to 25 lbs.
- Sitting, working at desk/personal computer for extended periods of time
- Primary work environment is professional corporate office

*Gorbel is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, gender, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state or local laws.*