



TITLE: Service Specialist

DEPARTMENT: After the Sale Service

REPORTS TO: AE/Service Manager

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!

Position Summary:

- Responsible for handling incoming after sales service issues. Provides support to external customers for product warranty, return, and quality issues as they relate to Gorbel products.

General Responsibilities:

- Provide a professional, consistent image of Gorbel.
- Provide RMA documentation and support for customers wanting to return items. Track the return of these items to ensure they are sent back to Gorbel in a timely manner.
- Support the process that records all \$0, back charge, and warranty issues.
- Work with credit department to address all warranty and back charge related issues in a timely manner.
- Participate on the Order Accuracy team.
- Serve on occasional intra-departmental and cross-functional teams throughout the year.
- Be able to provide written responses to external customers detailing root cause corrections to warranty and quality related issues.
- Proficient in all Gorbel product lines to be able to support daily and off-hours related questions/issues. Develop high level of expertise in a minimum of 2 of the 4 products Gorbel Produces (Jibs, Workstation Cranes, Cleveland Tramrail®, or G-Force®)
- Able to travel to customer/dealer facility to provide consultation on field related issues.

Basic Requirements:

- AAS (minimum), BS, BT Mechanical, Civil or Electrical, or relevant experience
- Conflict resolution skills
- Good communication skills
- Solid mechanical aptitude
- Solid industrial controls aptitude
- Time management skills
- Excellent organizational skills
- Negotiation skills
- Computer skills
 - Excel
 - MS Word
- Problem solving skills
- Technical acuity
- Light typing skills
- Business process improvement skills
- Lean / Six Sigma skills a plus



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