



**TITLE:** Technical Customer Service Representative

**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, 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 Gorbel products.
- 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.
- Multi-tasking and projection of a calm professional demeanor are essential for success.

### **Essential Job Duties:**

Working within a team structure the successful Technical CSR will:

- 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.
- Provide written quotes and/or process orders for all Gorbel product lines.
- 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 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.
- Be willing and able to travel on a limited basis.
- Familiarity with blueprint reading and interpretation as well as interpreting end-user bid specifications.

**Skills Required:**

- Three to five years customer service or technical sales background.
- Strong mechanical aptitude and a basic understanding of electrical components.
- Fluency with MS Office Suite products.
- Strong attention to detail.
- Strong communication skills both written and verbal as well as a willingness to give and receive feedback and act on opportunities for improvement.
- Problem solving, negotiating, time management and conflict resolution skills.

**Beneficial Experience:**

- Industrial or material handling background.
- Working knowledge of electro-mechanical systems and components, reading electrical schematics and mechanical drawings.
- Associates Degree in a technical discipline or equivalent technical education.

**Work Environment:**

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, Inc. is an equal opportunity employer.*