

TITLE: Bilingual Spanish Service Engineer (Applications Engineer/Service Specialist)

DEPARTMENT: After the Sale Service

REPORTS TO: Supervisor, CT Application Engineering & After Sales Service

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!

Specific Duties:

- From our corporate office, will support domestic and international customers (primarily Mexico, South America and Spain) in both an After the Sale Service role and as an Application Engineer on new projects
- Responsible for the layout and design of custom engineered systems for materials handling equipment manufacturer
- Create Bills of Material using ERP system, along with fabrication and installation drawings. The creation of these documents will conform to GD&T, ANSI and NEC standards
- Clarify purchase order with customers and/or Technical Customer Service Reps
- Create quote drawings and assist in pricing components for Technical Customer Service Reps
- Will be proficient in After the Sale Service process and procedures and will be able to support customer inquiries on products post-sale (Responding to technical support requests, issuing RMA's, handling warranty and credit claims)
- Serve on occasional intra-departmental and cross functions teams throughout the year
- Job requires 40 hours a week, though some additional hours are generally required during busy periods
- Ability to travel domestically as well as internationally to customer/dealer facilities to provide consultation on field related issues

Job Qualifications:

- BS in Mechanical, Mechanical Tech, Civil Structural Tech, Electrical, or Industrial Engineering required. 2 year degrees will be considered with relevant experience
- Bi-lingual, fluent in English and Spanish
- Industrial controls knowledge and a working knowledge of wiring schematics

Preferred Requirements:

- Knowledge of structural steel components along with welding practices
- AutoCAD version 2019 or higher
- Conflict resolution and Negotiation skills
- Knowledge of MS Office products
- Strong drafting skills (competent in ASME Y14.5M guidelines)
- Strong mechanical aptitude and technical acuity
- Knowledge of PLC programming
- Strong attention to detail
- Ability to work with customers, both internal and external, and turn their requirements into working products in a short turnaround time.
- Strong communications skills
- Able to travel internationally for commercial purposes (3-6 weeks/year)

Work Environment:

ADA Physical/Mental/Workplace Requirements

- Unassisted lifting up to 25 pounds
- Bending, walking, kneeling, pushing/pulling

- Wearing all PPE as required

To apply for this position, please complete an [employment application](#) and send to careers@gorbel.com.

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