

LOCATION: Victor, NY

DEPARTMENT: Customer Service

JOB TYPE: Full-Time

REPORTS TO: Customer Service, Supervisor

SHIFT: Mon-Fri 8-5, Choose an item., Choose an item., Choose an item.

JOB TITLE: Technical Customer Service Representative

JOB DESCRIPTION:

This position provides technical sales support to Dealer and the end users of Gorbels Products. This person will provide personalized service to meet the customer time and quality expectations. Additionally, this person will understand the unique customer needs and translate them into cost effective solutions.

RESPONSIBILITIES:

- 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 Gorbels 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

REQUIRED QUALIFICATIONS:

- Three to five years customer service or technical sales background
- Strong mechanical aptitude and a basic understanding of electrical components (will be given a mechanical reasoning test)
- 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

PREFERRED SKILLS

- 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
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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!

WORK ENVIRONMENT:

ADA Physical/Mental/Workplace Requirements

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