

SHELDON MANUFACTURING TECHNICAL SUPPORT SPECIALIST

ABOUT SHELDON MANUFACTURING

Sheldon Manufacturing, Inc. is an Oregon-based, ISO 9001:2015 certified leader in the design and production of **constant temperature equipment** for the global life sciences, pharmaceutical, and industrial sectors. Since 1970, the company has operated brands like **SHELLAB**, **BACTRON**, and **Cascade TEK**, providing a diverse portfolio of high-performance **incubators, vacuum ovens, water baths, and anaerobic chambers**. Beyond its standard product lines, Sheldon specializes in **custom OEM manufacturing**, utilizing advanced in-house metal fabrication to deliver precise environmental control solutions tailored to specific research and aerospace applications.

TASKS AND JOB DESCRIPTION

THE DEPARTMENT'S VISION IS TO RESPOND TO AND RESOLVE ALL CUSTOMER REQUESTS, PROBLEMS, AND ISSUES IN SUCH A WAY THAT EXCEEDS CUSTOMERS' EXPECTATIONS, MAKES THE CUSTOMER FEEL VALUED, ENHANCES THE SHELDON IMAGE AND BRAND, AND, CRUCIALLY, PROMOTES FUTURE SALES THROUGH OUTSTANDING CUSTOMER SERVICE.

OUR IDEAL CANDIDATE LOVES HELPING PEOPLE AND JUMPS AT THE CHANCE TO SOLVE TOUGH TECHNICAL PROBLEMS. THEY CAN QUICKLY BREAK DOWN CUSTOMER ISSUES, TURN THEM INTO A CLEAR PROBLEM STATEMENT, MAP OUT A SHARP TROUBLESHOOTING PLAN, AND WORK SIDE-BY-SIDE WITH THE CUSTOMER TO FIX IT. MOST CHALLENGES THEY'LL TACKLE INVOLVE ELECTRICAL SYSTEMS, INCLUDING MOTORS, FANS, AND HEATING ELEMENTS.

Service Calls and Troubleshooting

- Remain logged into the phone queue to take calls from customers and distributors.
- Respond promptly to customer emails as they come in and are assigned to you.
- Process and Track all customer requests through the Company systems appropriately.
- Take ownership of customer issues as assigned or necessary and follow the problem through until it reaches a final resolution and the customer is satisfied.
- Collaborate with other personnel and departments as necessary to resolve issues.
- Document all aspects of every customer issue/case for future evaluation and continuity of service if another representative or department takes over the issue.
- Escalate issues to management or engineering when necessary.



- Help the customer obtain necessary replacement parts (warranty or purchased) and provide information required to repair and resolve the problem. Verify the warranty term and document the parts replacement according to the current warranty replacement policy. Escalate warranty issues as needed.
- If a warranty replacement unit is requested, escalate to the department manager.
- If warranty service is needed, arrange an on-site service call with either a third-party service company or a Sheldon employee.
- Follow up with the customer and service company to verify that the problem has been resolved, all parts have been returned, and the service invoice has been received.
- Train customers in unit operation when necessary.
- Assist service technicians who are on-site when necessary.
- Strive to improve troubleshooting and analysis skills continuously.

Order Fulfillment

- Assist customers in identifying replacement parts and pricing as necessary.
- Generate orders for parts as needed, ensuring that payment or terms are transparent to the customer and that all parts are completed and accurate before releasing the order for shipment.
- If parts need to be returned, complete the documentation and generate the return authorization as necessary. Verify all documents' accuracy and outline the problems and steps taken in Business Central.

Additional

- Provide feedback to engineering and quality teams with information from the field to enhance form, fit, function, and customer satisfaction.
- Update service documentation to keep manuals and guys up to date
- Assist management with reports as necessary.

Required Qualifications

- Associate degree or higher, preferably in a technical field
- Minimum of Two Years of Technical Support experience in lieu of degree
- Ability to interpret wiring diagrams
- Excellent telephone and writing skills
- Valid Driver's License and Motor Vehicle Insurance coverage
- Microsoft Office experience (Excel, Word, Powerpoint)
- Ability to perform detailed data entry while managing a customer call
- Ability to travel, including internationally when needed

Bonus Points / Nice to Haves

- Laboratory Equipment Experience



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- Ability to interpret P&ID diagrams and troubleshoot temperature-controlled equipment
- Familiarity with hand tools, appliance repairs, and electrical systems
- Experience with MRP/ERP/CRM software
- SharePoint or Microsoft Business Central experience

Additional Details

- Hourly / Full Time / Non-Exempt
- Monday Through Friday
- Hybrid schedule: work from home on Fridays. Potential for 2nd work from home day
- Once fully trained, some flexibility available for shift start/end times
- \$20-\$26/hr per Experience

