

Technical Support Representative

THE DEPARTMENT 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 PROMOTES FUTURE SALES THROUGH OUTSTANDING CUSTOMER SERVICE.

Troubleshooting

- Assist customers via telephone and email to diagnose problems with malfunctioning units.
- When necessary, help the customer obtain necessary replacement parts (warranty or purchased) and provide necessary information to repair and resolve the problem.
- If a warranty replacement unit is requested, escalate to the department manager.
- If warranty service is needed, arrange for an on-site service call with a third-party service company.
- Follow up with the customer and service company to verify that the problem has been resolved, all parts returned, and the service invoice received.
- Train customers in unit operation when necessary.
- Assist service technicians who are on-site when necessary.
- Strive to continuously improve troubleshooting and analysis skills.
- Accept and participate in other duties and projects that may be assigned by management.

Customer Requests

- Remain logged into the phone queue to take calls from customers and distributors.
- Respond to customer emails as they come in and are assigned to you in a timely manner.
- Process and track all customer requests through the company systems appropriately.
- Take ownership of customer issues as assigned, or as necessary, and follow the problem through until final resolution and the customer is satisfied.
- Collaborate with other personnel and departments as necessary to resolve issues.
- Document as necessary all aspects of every customer issue/case for future evaluation and continuity of service if the issue is taken over by another representative or department.
- Follow up with a customer when necessary to confirm the issue is resolved and the customer is satisfied.
- Escalate issues to management or engineering when necessary.
- Assist customers in identifying correct replacement parts as needed.
- Generate orders for parts as needed and to expectations.



Sheldon Manufacturing Inc.

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Procedures, Policies, and Tools

- Comply with all requirements, policies, and procedures as defined in the current Sheldon Manufacturing, Inc. Employee Handbook.
- Comply with all safety requirements.
- Follow all procedures established by management, accounting, and quality assurance.
- Be proficient in the use of all company software tools, including, but not limited to, MAX, DocuWare, OS Ticket, SharePoint, and Microsoft Office.

Qualifications

- Preferred Spanish/English Bi-lingual Speaking
- Technical Experience and Aptitude
- Excellent telephone and writing skills
- Microsoft Office experience essential, SharePoint experience preferred
- Ability to work in a multi-lingual, multi-cultural environment
- Multi-Tasking abilities

Additional Details

- Hourly
- Pay to start at \$18 per hour
- Full Time
- Non-Exempt
- Monday Through Friday
- Remote Work Options available at manager's discretion

Benefits: After 90 days of employment 8 paid holidays, 7 fixed, and 1 personal day. 40 hours per year sick time. Insurance benefits are available first of the month after 90 days of employment. Vacation benefits start after one year of employment.