



Technical Service Representative

Title: Technical Service Representative **Location:** Menominee, MI
Group: Doyon / NU-VU **Reports To:** Service Manager

Job Description

The Technical Service Representative is responsible for being the point of contact for customer part inquiries, technical issues, and questions. This role manages or escalates customer concerns and ensures appropriate action was taken to resolve the issue. The Technical Service Representative listens to understand what customers require and keeps customers informed and updated on product and services.

Essential Duties and Responsibilities

- Telephone support of Doyon & NU-VU products.
- Document service calls.
- Provide customers with product availability, pricing, freight cost, and delivery details.
- Act as contact for customer part inquiries, questions, and concerns.
- Work closely with service agencies, equipment dealers, and customers.
- Partners with Sales, Engineering, and Manufacturing teams for product support to meet and exceed customer's service expectations.
- Schedule on-site warranty repairs for customers.
- Perform administrative duties, such as record-keeping and filing.
- Support customers after business hours on a rotating on-call schedule.
- Field service travel on an occasional basis.

Qualifications

- Ability to interact and communicate effectively and professionally with customers, technicians, and co-workers, even in stressful situations.
- Strong phone and customer service skills.
- General computer experience and working knowledge of Microsoft Office required.
- Basic knowledge of electrical components and their functions.
- Applied basic mechanical ability.
- Organizational and problem-solving skills.
- Commitment to maintaining a clean and safe work environment.

Working Conditions

Work is performed in an office setting in a manufacturing environment. Hours of work will generally be during regular business hours with at least 40 hours a week but may vary according to special projects, deadlines, or other circumstances. Work is sedentary in nature with occasional lifting of up to 50 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.