

## Technical Service Representative

### Job Description

Receive front-end calls forwarded to the technical support line during scheduled time blocks. Work with Dealers and End-users to resolve any and all technical / warranty related matters in a timely manner. Interface directly with Dahle Customer Service to quickly remedy any customer issues.

The individual will have extensive knowledge of the complete Dahle Product line and will be able to diagnose & repair any serviceable Dahle product. The individual will also address quality related issues and offer possible remedies.

### Summary of Duties and Responsibilities:

- ▶ Receive front-end Technical Support Calls on all company products
- ▶ Coordinate with Dealers & End Users for Return Merchandise Authorizations on Warranty replacement product and creation of all paperwork
  - Track open RMAs and follow-up as necessary
- ▶ Work with customers to assist in shipping any product to Dahle for Depot Evaluation & Repair
  - Create & submit quotes to customers
  - Track & maintain status of quotes
  - Relay approvals to Repair Department
  - Create Sales Orders and process Credit Card in most cases when repair is complete
- ▶ Cycle count specific inventory when necessary and report any discrepancies to Inventory Manager
- ▶ Continuously monitor for any Quality or Manufacturing related issues throughout the product line and report findings to the Technical Service Manager in a timely manner
- ▶ Assist with identifying all incoming product and match to corresponding RMA receivers
  - Evaluate products for repair and list any parts needed, forward evaluation results and completed paperwork to front office for quoting
  - Tag & hold product for FRTCL or Depot Repair pending approval
  - Repair product when approved and notify front office upon completion
  - Turn Returns Warehouse product into possible resalable condition
- ▶ Assist with identifying, counting, labeling and packaging parts for easy picking & shipping from containers as necessary
  - Rotate parts into inventory locations via FIFO
  - Notify Purchaser of any discrepancies
- ▶ When needed assist with, inspect & test incoming products
  - Make any necessary adjustments or repairs on the spot if possible
  - Log any discrepancies on Incoming Inspection Sheet & forward to Technical Service Manager
- ▶ Create new Test-beds for easier evaluation of New Product line

### Back-up for the following

- ▶ Any incoming On-site Technician calls
- ▶ Unloading Containers
- ▶ Product Evaluation
- ▶ Depot Repair

### Job Requirements / Qualifications

- ▶ Strong Mechanical knowledge, ability, and good communication skills
- ▶ Full understanding of parts and wiring diagrams
- ▶ Proficient in creating Quotes, Sales Orders, Customer & Parts Inquiries, Zip Code Searches and Shredder Serial number Searches using SAP
- ▶ Strong familiarity with Microsoft Office Programs
  - Word and PowerPoint required
  - Excel is a plus
- ▶ Proficient with Adobe and PDF software
- ▶ Must be able to proficiently multi-task and re-prioritize with little to no notice