1. Customer Service for EV and UPS Customers: Handle all aspects from the initial contact through to the resolution of the customer service issue.

2. Sales and Quoting for EV and UPS Customers: Focus primarily on quoting for parts.

3. Customer Account Management for EV and UPS Customers: Address any questions, concerns, or issues related to customer accounts.

4. Advanced Troubleshooting for EV and UPS Issues: Perform high-level problem-solving, then assign the issue to the appropriate team, ensuring progress is tracked and resolved efficiently.

5. Customer Communication Management: Ensure that customer inquiries are directed to and addressed by the correct personnel promptly.

6. Order Processing for EV and UPS Customers: Manage the entire process, from quote requests or RMAs through to delivery, including handling purchase orders.

7. Scheduling for EV and UPS Services: Organize service jobs, training sessions, and installations for customers.

8. Training Material Preparation and Organization for UPS: Arrange educational content for UPS training courses.

9. RMA Management: Oversee the RMA process from initial customer contact, diagnosis, and approval, to quoting, order creation, job organization, and shipping, excluding the repair work on the damaged product.

10. QLS Password Management: Handle all customer requests for QLS password (PM codes).

11. Order Overview and Shipping Management: Ensure all orders are recorded, tracked, and shipped by the required date, maintaining an accurate and up-to-date order overview.

This is what the typical duties look like, but this is a very highly dynamic and multi-faceted position unlike any other. (Challenge, if necessary…)