Job Title: Service Support Specialist

Department: General

Reports to: VP of Territory Sales & Service

Status: Non - Exempt

Job Summary:

This position encompasses a range of general responsibilities and functions across the entire business operation, mainly due to the nature of a new start up business. The main focuses are, but not limited to, Service Support, Equipment/Part order entry, and all areas of customer service support. It is expected that the job responsibilities will evolve, change, and expand as the business grows.

Essential Job Duties:

- Respond to regional sales managers, reps, dealers, consultants and customers on service inquiries and requests
- Arrange service for customers, following up to make sure work is completed to customers satisfaction, service work order review, and payment of service invoices
- Receive, review, input and confirm incoming part orders
- Assist in managing all documentation required for part orders and shipments
- Interpret and study sketches, descriptions, drawings, notes, pictures, and other documents to define project and requirement
- Assist in coordination of national, local tradeshows, and other promotional events as needed
- Assist in coordinating product training sessions with rep groups, consultants, and dealers. Provide travel arrangements, marketing materials and other support

Qualifications:

- Minimum of 2 years of working experience in related field required
- Appliance industry experience required (residential or commercial).
- Minimum of 1 years of customer service experience preferred
- Experience in using Auto Quote preferred
- Proficiency in standard office software: MS Word, MS Excel, and MS Power Point
- Excellent verbal and written communication skills.
- 2-year associate degree in preferred. 4-year bachelor degree a plus.
- Hands-on and self-starter
- Working knowledge of current social media tools and outlets preferred