

TECHNICAL SUPPORT MANAGER

Nilfisk-Advance, Inc., the world's largest manufacturer of professional cleaning equipment, has an opportunity available for an individual with excellent customer focus to join our team of dedicated employees at our Plymouth, MN location.

This position is responsible for managing the Technical Support Team to ensure exceptional customer experience. Activities include communication, diagnostics, service part support, application recommendations and warranty administration. Coordinates with the Customer Service Manager to develop synergies and ensure exceptional customer experience.

- Manage the Technical Support team to ensure exceptional customer experience.
 - Ensure departmental and company performance targets are met or exceeded.
 - Serve as escalation point for Sales Division Managers and Directors within the field and other departments in the company regarding issues/questions.
 - Ensure Technical Support personnel are trained on new products or technologies in order to effectively support them prior to their launch.
 - Ensure standard scripts are developed and being used to manage calls and perform diagnostics in order to ensure consistency across the team.
 - Develop and maintains an effective department through proper selection, training, and performance evaluation of personnel.
 - Manages departmental strategic projects.
- Support improved product quality by capturing and communicating quality issues.
 - Coordinate with the Quality team to ensure a tool and process is in place to capture and report product functional, performance or reliability issues.
 - Ensure the Technical Service team is consistently capturing required data and using tools such as CA documents, TSB's, etc, to communicate CA progress.
 - Coordinate with the Service Engineer to ensure TSB's are written in a manner that can be easily understood and effectively communicated by the Technical Service team.
 - Coordinate with Quality team to ensure the return of warrantable part failures as required in order to support supplier recovery and failure analysis.
- Support the improvement of internal and external service and diagnostic capabilities.
 - Drive the development of web-based service training materials on general electrical, hydraulic, engine, sweeping system, scrubbing systems, etc. topics.
 - Design and implement a skills requirement matrix to assess and progress the Technical Support teams product knowledge and diagnostic skills.

- Work with customers to better understand their needs and internally drive the development of tools to meet those needs.
- Warranty Management
 - Manage the Warranty Administration team to ensure timely and accurate processing of warranty claims per defined coverage policies.
 - Ensure warranty coverage, administration policy documents and labor rates are being maintained.
 - Coordinate with the Quality team to ensure warranty data is consistently being captured to allow the generation of product reliability measures.
 - Using customer feedback, assist Sales, Customer Service and Quality to make recommendations on coverage or policy changes.
 - Coordinate with Product Development and Service Engineer to ensure the development of flat rates for standard service repairs on new products.

QUALIFICATIONS:

- Bachelor's degree in an Engineering or technology related field of study
- Minimum of 5-7 years of experience in a service or technical role with a company manufacturing an electrical, mechanical or hydraulic based product, with at least 2 years in a supervisory or lead role.
- Strong technical aptitude in electrical, engine or hydraulic systems.
- Strong ability to interact with technical personnel and interpret technical documents
- Demonstrated leadership ability
- Superior customer orientation and listening skills
- Excellent verbal and written communication skills
- Team player, able to interact with all functional areas and all organizational levels
- Ability to work independently and prioritize responsibilities
- Ability to analyze problems and solve work related issues
- Proficiency in use of Microsoft Word, PowerPoint, Excel
- Working knowledge of a CRM system
- Working knowledge of ERP system, such as BAAN
- Capability to learn new software
- Must be a US Citizen or hold Permanent Residency as we are unable to sponsor candidates.

In order to be considered a qualified applicant, you must meet all of the above requirements. Local candidates (no relocation available) who meet those qualifications should submit a resume including a cover letter with salary requirements to:

USCareers@Nilfisk-Advance.com

EEO/AA/M/F/D/V

NO AGENCIES PLEASE

