

TECHNICAL SERVICES REPRESENTATIVE

Nilfisk-Advance, Inc., the world's largest manufacturer of professional cleaning equipment, is seeking a Technical Service Representative to join our team of dedicated employees at our Plymouth, MN location.

Individual is responsible for providing technical support to Dealers, End-users and company personnel. Supports corrective action process on product performance/reliability of functional issues.

- Answer telephone or E-mail inquiries from dealers, service personnel and/or users regarding product quality or service trouble shooting.
- Assist dealer, direct or end user service personnel in troubleshooting and diagnosing technical product issues.
- Assist dealer, end users and company personnel in identifying service parts or service part alternatives for obsolete components.
- Provides support in identification of required maintenance intervals for systems and components, along with providing recommended service part stocking lists.
- Captures data related to product performance/reliability or functional issues and ensures feedback /response is issued back to originator of a quality issue.
- Utilizes EZparts and Corrective Action database to search for and communicate containment or permanent solutions to quality issues.
- Assist in development of drafts for Technical Service Bulletins.
- Provide support and product service training to Dealer Service in house and field, Mechanical Certification school and company employees.
- Assists Customer Service Department in regard to technical aspects of the company products.

QUALIFICATIONS:

- Associate degree in Mechanical, Electrical or Automotive Technology or related field of study.
- Minimum of 1 year of experience repairing or providing technical support for industrial or commercial products utilizing electrical, mechanical, hydraulic or engine systems.
- Ability to interpret electrical/hydraulic schematics and/or engineering drawings.
- Experience in use of electrical/hydraulic/engine system diagnostic and data acquisition tools.
- Strong customer service and listening skills.
- Proven ability to work with all functional areas and all organization levels.
- Ability to analyze problems and solve issues.
- Strong Verbal and written skills.
- Ability to work independently and prioritize responsibilities.

- Working knowledge in MS Word, Excel, and PowerPoint. Strong knowledge of EzParts, Addmaster and ERP systems such as BAAN.

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