

# TECHNICAL SERVICE TEAM LEAD

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

This position is responsible for assisting in overseeing day to day Technical Service operations, provides customers & Technical Service Reps (TSR's) with comprehensive information to solve problems and/or assist in making sound decisions, along with supporting the achievement of customer satisfaction. Handles customer complaints and provides resolution, bringing issues to manager's attention when necessary to ensure that satisfactory service is delivered. Promotes Customer Care mission and values.

- Day to day tactical operations to including:
  - Reviews daily stats, coaching as needed.
  - Conducts daily brushfire meetings with TSR's, planning daily workloads & activities.
  - Answers TSR's questions, assisting in decision making.
  - Writes & delivers performance reviews & PIP's.
- TSR On-boarding/Training/ Mentoring:
  - Assists in new employee interview process.
  - Performs weekly one on one's with TSR's
  - Periodically reviews TSR's phone interactions, coaching as needed
- Answers Customer phone calls:
  - Assists customers with questions, providing sound technical support
  - Serves as level I escalation point for internal and external customers, escalating as necessary to the Technical Support Manager.
- Supports corrective action process on product performance and reliability:
  - Captures data related to product performance/reliability or functional issues
  - Reviews quality related issues with other Tech Service team members and reports on new items to the Senior Service Engineer
  - Ensure that feedback is issued the originator of quality related issues
  - Utilizes EZ part and Corrective Acton database to search for and communicate containment or permanent solutions to quality issues
  - Assist in the review and distribution of Technical Service Bulletins draft and final copy
- Performs Other duties as assigned

## QUALIFICATIONS:

- College education, or equivalent combination of education and experience
- Minimum of 4 years of customer service experience
- Minimum of 4 -6 years of experience supporting equipment with electrical, mechanical, hydraulic or engine systems
- Minimum of 1 years of supervisory experience
- Strong knowledge of mechanical, electrical, hydraulic and engine systems/components
- Developing engineering analysis skills of electrical, hydraulic & mechanical designs

- Strong working knowledge in use of electrical/hydraulic/engine system diagnostic tools
- Strong ability to interpret electrical/hydraulic schematics and/or engineering drawings
- Strong ability to develop and utilize electrical or hydraulic troubleshooting logic trees or flow charts
- Exceptional telephone manner to enhance relationships with customers
- Ability to be persuasive with customers, keeping customer satisfaction as a guiding factor
- Ability to plan, organize and manage multiple tasks
- Ability to analyze problems and solve technically related issues
- Excellent oral and written communication skills
- Ability to interact with all functional areas and all organizational levels
- High level of attention to detail
- Familiar with MS Word, Excel
- Working knowledge of ERP systems, such as BAAN
- Working knowledge of Siebel systems
- Capability to learn new software

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**