

TECHNICAL SERVICE REPRESENTATIVE II

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 the corrective action process on product performance/reliability of functional issues. Facilitates field testing and records results of containment solutions.

- Answers telephone or E-mail inquiries from dealers, service personnel and/or users regarding product quality reporting or service requests with a minimum expectation of 35-40 technical service queue calls completed per day.
- With a high level competency, documents within a CRM system all issues at a level of clarity understandable for all group members.
- Assists dealers, direct or end user service personnel in troubleshooting and diagnosing technical product issues
- Assists dealers, end users and company personnel in identifying service parts or service part alternatives for obsolete components.
- Assists in identification and documentation of recommended service part stocking lists
- Assists in identification and documentation of required maintenance intervals for systems and components
- Talks to customers to learn what procedures they followed and to discover the source of their difficulty
- Collaborates with co-workers to research problems and find solutions
- Writes knowledge based articles to a final copy edition.
- Moderates technical information within peer to peer web based discussions.
- Captures data related to product performance/reliability or functional issues.
- Reviews quality related issues with other technical service team members and reports new issues to the Technical Service Representative responsible to escalate quality issues.
- Ensures feedback /response is issued back to originator of a quality issue if the issue is known or when feedback has been provided from the quality group.
- Utilizes TSB, KB, EZ parts and Corrective Action database to search for and communicate containment or permanent solutions to known quality issues.
- Populates the field test logs for containment design validation of effectiveness.

QUALIFICATIONS:

- Associate degree in Mechanical, Electrical or Automotive Technology or related field of study preferred.

- Minimum of 3-5 years 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 tools.
- Familiarity with mechanical, electrical, hydraulic and engine systems/components.
- Ability to develop and utilize electrical or hydraulic troubleshooting logic trees or flow charts.
- Strong customer service and superior listening skills.
- Proven ability to work with all functional areas and all organization levels.
- Ability to analyze problems and solve work related issues.
- Strong verbal and written communication skills.
- Beginning to develop leadership skills.
- Ability to work individually and on a team.
- Ability to interact with all functional areas and organizational levels.
- Working knowledge in MS Word, Excel, and PowerPoint.
- Strong knowledge of EzParts, Addmaster and ERP systems such as BAAN preferred.
- 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