



## Lake Crystal MN

### Job Description: **Warranty and Technical Service Representative**

Job Summary: Responsible for meeting customer needs by:

- Resolves warranty problems while maintaining a positive and professional relationship with customers
- Responsible for meeting customer needs by providing technical support and problem solving
- Processes Return material authorizations to TBEI and or Vendors
- Works with accounting team for vendor/customer warranty recovery and billing.
- Administers product recalls and updates from quality and engineering
- Works with quality department and corrective action process to ensure the company maintains a high level of quality at every level
- Communicates vendor warranties with quality department to ensure vendors maintain high quality standards on products they supply
- Communicates warranty concerns through the ECO/ECR process when appropriate
- Implements, maintains and makes improvements to warranty procedures
- Reviews weekly, monthly and annual warranty reports to recognize trends and industry problems and provide recap reports to all departments in order to better analyze information
- Informs distributors of warranty infractions and work cohesively to prevent future false warranty claims
- Other duties as assigned

Tools Used: Computer, phone, MS Office software, Syteline, digital cameras, scanners, printers, etc.

Environment: Office area, production floor, and occasionally distributor locations

Job Requirements:

1. Degree in engineering, business, or a related field or equivalent experience preferred.
2. 2-5 years of sales/warranty experience preferred.
3. Ability to deal effectively with customers promoting positive company image using strong communication skills.
4. Computer proficiency with business operating system and MS Office software.
5. Independent decision making and problem solving skills whether working individually or as a team.
6. Technical knowledge (hydraulics, steel, chassis etc.) and strong technical reasoning abilities.
7. Strong product knowledge preferred (ie hydraulics/pneumatics, hoists, bodies, electrical, etc)
8. Ability to continuously evaluate systems for most efficient usage, customer friendliness, communication enhancement, and strive for continuous process improvements.

- 9. Company knowledge (warranty procedures, company history, product line, sales, and design procedures).
- 10. Detail orientated and ability to remain focused while phone calls and distractions are present.
- 11. Ability to attend and participate in required company meetings.
- 12. Must be a team player with high integrity and a strong work ethic.

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Employee Print

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Employee Signature Date