Job Description

Position:	Customer Service
Reports To:	Manager of Sales Administration and VP Sales
Position Status:	Salaried
Position Status	Full Time

Job responsibilities:

- Field customer inquiries concerning machine problems and determine priority level
- Document, coordinate and communicate responses to customer inquiries including
    - Phone support from inside technical specialists
    - Visit by field technicians
    - Quotations for field repair services, routine maintenance and training
- Determine follow-up actions from verbal and written service reports
    - Communicate as necessary with in-house as well as factory colleagues
    - Coordinate with spare parts departments to synchronize parts availability
    - Issue purchase orders for services for German technicians when needed
- Communicate with customers about status and solicit purchase orders for services
    - Negotiate with customers within guidelines when disputes arise
- Maintain and distribute records of services performed
    - Hard copy and electronic
- Summarize and prepare cost worksheets to aid in invoicing for services
- Confirm with customers warranty agreements and expiration dates
- Monitor demands for services and report on open orders and forecast resource requirements

Minimum Education or Experience Requirements:

- Associates degree in mechanical or electronic technology field highly desired
- 5-10 years experience in customer service/ field service or spare parts

Special Skills Required:

- Ability and experience working under pressure of fulfilling urgent customer requirements
    - Motivation, desire and initiative to delight customers
- Ideal candidate would have German language skills
- Proficiency with office automation, email, SAP (ERP), MS Office, Open Office

Performance Expectations:

- Team work is paramount with field service technicians and parts specialists
- Timeliness of providing cost summaries to accounting for billing
- Resourcefulness and ability to work independently
- Excellent rating on customer satisfaction surveys
- Repeat orders for machinery is greatly dependant on service performance

Training and employee development plan

- 3-6 months working in associated departments in Boulder
- 4 weeks in-field with technical service engineers
- 2 weeks in Germany at two primary factories where machinery and tools are manufactured

Advancement Path Potential:

- Service Manager, Customer Service Supervisor, Sales Administration, Technical Sales, Field Sales