



Job Title:	Technical Support	Job Category:	
Department/Group:	Service Department	Document #:	
Job Description			
<i>POSITION SUMMARY</i>			
<p>A Technical Support reports to the Service Department Manager and is responsible for dispatching techs, trouble shooting electrical components, hydraulic systems, and mechanical issues for waste recycling equipment.</p>			
<i>CRITICAL ACTIVITIES</i>			
<p>This role includes the following list of responsibilities. Other duties may be assigned.</p> <ul style="list-style-type: none">• Maintains a professional attitude• Interact professionally with customers and maintains appropriate customer service• Dispatch techs to job sites• Troubleshoot equipment issues over the phone with the techs• Follow up to customers via phone and email			
<i>KNOWLEDGE, SKILLS, AND ABILITY REQUIRED</i>			
<ul style="list-style-type: none">▪ Education; High school diploma or GED▪ Experience with the diagnosis and repair of waste & recycling equipment preferred▪ Needs to have strong customer-facing skills▪ Ability to organize and prioritize workload to meet deadlines▪ Possesses strong sense of urgency to resolve customer problems▪ Strong verbal and email communication required▪ Needs to be able to work independently with little supervision			
<i>KEY RESULTS AREAS</i>			
<p>The Service Department Manager is responsible for accomplishing desired results in the following areas:</p> <ul style="list-style-type: none">▪ Safety - Achieve zero injuries to employees, customers, and partners▪ Employee Satisfaction - Ensure employee needs and expectations are met▪ Customer Satisfaction - Ensure customers have a positive experience when working with us▪ Financial Performance – Achieve desired Revenue & Gross Margin for all service operations			

PHYSICAL DEMANDS

While performing the functions of this job, the employee is regularly required to talk or hear; and frequently required to stand, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl; occasionally required to walk, taste or smell. The employee must occasionally lift and/or move up to 50 pounds; frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

WORK ENVIRONMENT

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.