

Hemisphere GNSS Job Description

Job Title: Technical Support Specialist
Location: Hiawatha, KS
Department: Global Customer Care
Reports To: Global Customer Care Manager
Prepared Date: March 22, 2019

Full-Time Part-Time / Exempt Non-Exempt

Summary

Provide customer support via telephone and/or internet (e.g. instant message, email.) Handle customer inquiries and resolve simple and basic support issues, such as address changes, processing orders, warranty or billing/payment. Perform administrative duties, as required.

This role is responsible for developing customer satisfaction and loyalty by resolving a wide variety of customer problems or customer education inquiries, verbally or in writing. This role shares the responsibility with the Sales & Marketing teams of meeting the company's sales objectives.

Essential Duties and Responsibilities

1. Provide basic customer support by phone, email or instant message.
2. Process customer orders or changes of address and assist customers with billing issues or questions in a timely manner.
3. Serve as a primary contact for inbound customer issues, resolving service and product issues.
4. Provide Tier II level product support. Escalate more technical product-related issues to the proper Product Support Department.
5. Assist with field demonstrations and product installations. Less than 25% travel.
6. Track and document inbound support requests and ensure proper notation of customer problems or issues.
7. Verify and update customer information insuring accurate entry of contact information.
8. Perform direct customer, dealer and service center technical and customer support via telephone, email and/or other communication method.
9. Resolve basic technical and billing issues within a defined process.
10. Document results of customer contact.
11. Track and process incoming and outgoing warranty and non-warranty products.
12. Provide and document suggestions for continued improvements to internal systems and products to insure product quality and best business practices.
13. Prepare training materials and develop training structure as requested for OGC, TM and new employee training. Present training material upon request.
14. Assist with Sales and Marketing tradeshow and farm show events upon request. Less than 25% travel.
15. Participate in other sales team functions within the company as requested by the Global Customer Care Manager.
16. Maintain current understanding of the company's products and the customers' experience with those products.
17. Other related duties as assigned by Management.

Supervisory Responsibilities

This position does not supervise direct reports.

Competencies

Qualifications

Education and/or Experience

- An associate's degree or comparable hydraulic and/or mechanical experience preferred.
- Minimum two years' experience in a product support, repair or troubleshooting capacity preferred.

Problem Solving

The individual selects from among clear and simple choices based upon previously defined procedures and practices. Established routines and standing instructions vary sufficiently so as to represent somewhat diversified procedures and precedents. While the tasks to be undertaken are proceduralized or have specific precedents established, latitude is permitted because of changing conditions to consider the most appropriate procedure or precedent to follow. However, situations can generally be resolved by making discriminating choices among learned things.

Computer Skills

To perform this job successfully, an individual should have knowledge of:

- Proficient skill level in Microsoft Office Suite – Word, Outlook, PowerPoint and Excel.
- Ability to learn ERP system utilized by Company.
- Internet search processes and research abilities.

Certificates, Licenses, Registrations

- Valid driver's license.

Other Skills and Abilities

Language Skills

Average verbal and written communication skills. Ability to read and comprehend instructions, correspondence, and memos. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the company.

Other Qualifications

- GPS experience or product knowledge highly desirable.
- Basic electronics knowledge.
- Planning, time management, communication, decision-making and organizational skills.
- Agriculture experience highly recommended.

Working Conditions

Physical Demands

Required to stand or sit in one location much of the time in a comfortable indoor location. There is some stooping and lifting or carrying of light material.

Environmental Conditions

Work is primarily in a climate-controlled office environment.

Sensory Demands

There is a moderate need for sensory attention. There are some events or factors in the environment which require concentrated use of two or more senses periodically but the demand is not excessive.

Mental Demands

Moderate mental stress would be experienced by most people because of one or more conditions which are present in the job. The stress level would not be noticeably disruptive to the work nor would the unpleasant reaction be too strong or persistent. Work might be very repetitive. Noticeable pressure from deadlines, quotas, accuracy. Unpleasant social contact or concern about unpleasant situations are probable.



The preceding functions may not be comprehensive in scope regarding work performed by an employee assigned to this position classification. Management reserves the right to add, modify, change or rescind the work assignments of this position. Management also reserves the right to make reasonable accommodations so that a qualified employee(s) can perform the essential functions of the position.

I have read and understand the job description. I understand that nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Print Employee Name: _____

Employee Signature: _____ Date: _____