

## Sheldon Manufacturing, Inc.

300 North 26<sup>th</sup> Avenue | PO Box 627

Cornelius, OR 97113 USA

+1-503-640-3000 | [www.shellab.com](http://www.shellab.com) | [www.labarmor.com](http://www.labarmor.com)



## SHELDON MANUFACTURING CUSTOMER TECHNICAL SUPPORT REPRESENTATIVE

### TASKS AND JOB DESCRIPTION

THE DEPARTMENT'S VISION IS TO RESPOND TO AND RESOLVE ALL CUSTOMER REQUESTS, PROBLEMS, AND ISSUES IN SUCH A WAY THAT EXCEEDS CUSTOMERS' EXPECTATIONS, MAKES THE CUSTOMER FEEL VALUED, ENHANCES THE SHELDON IMAGE AND BRAND, AND, CRUCIALLY, PROMOTES FUTURE SALES THROUGH OUTSTANDING CUSTOMER SERVICE.

#### Customer Requests

- Remain logged into the phone queue to take calls from customers and distributors.
- Respond promptly to customer emails as they come in and are assigned to you.
- Process and Track all customer requests through the Company systems appropriately.
- Take ownership of customer issues as assigned or necessary and follow the problem through until it reaches a final resolution and the customer is satisfied.
- Collaborate with other personnel and departments as necessary to resolve issues.
- Document all aspects of every customer issue/case for future evaluation and continuity of service if another representative or department takes over the issue.
- Follow up with the customer when necessary to confirm the issue is resolved and the customer is satisfied.
- Escalate issues to management or engineering when necessary.

#### Procedures, Policies, and Tools

- Comply with all requirements, policies, and procedures in the current Sheldon Manufacturing, Inc. Employee Handbook.
- Comply with all Safety requirements.
- Follow all procedures established by management, accounting, and QA.
- Be proficient in the use of all company software tools, including, but not limited to, MAX, DocuWare, OS Ticket, SharePoint, Microsoft Business Central, and Microsoft Office.

#### Order Fulfillment

- Assist customers in identifying replacement parts and pricing as necessary.
- Generate orders for parts as needed, ensuring that payment or terms are transparent to the customer and that all parts are completed and accurate before releasing the order for shipment.



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- If a parts order is a warranty replacement, verify the warranty term and document the parts replacement according to the current warranty replacement policy. Escalate warranty issues as needed.
- If parts need to be returned, complete the documentation and generate the return authorization as necessary. Verify all documents' accuracy and outline the problems and steps taken in Business Central.

### Troubleshooting and Service Calls

- Assist customers via telephone and email to diagnose problems with malfunctioning units.
- When necessary, help the customer obtain necessary replacement parts (warranty or purchased) and provide information required to repair and resolve the problem.
- If a warranty replacement unit is requested, escalate to the department manager.
- If warranty service is needed, arrange an on-site service call with either a third-party service company or a Sheldon employee.
- Follow up with the customer and service company to verify that the problem has been resolved, all parts have been returned, and the service invoice has been received.
- Train customers in unit operation when necessary.
- Assist service technicians who are on-site when necessary.
- Strive to improve troubleshooting and analysis skills continuously.
- Ability to travel, including internationally when needed

### Additional

- Initiate and partake in A3 improvement projects to improve quality and process.
- Provide feedback to engineering and QA with information gathered from the field to enhance form, fit, function, and customer satisfaction.
- Assist management with reports as necessary.
- Accept and participate in side duties and projects that management may assign.

### Qualifications

- Preferred associate degree or higher
- Minimum of Two Years of Customer Service or Technical Experience
- Laboratory or Laboratory Equipment Experience Preferred
- Ability to interpret wiring and plumbing diagrams and troubleshoot complex temperature-controlled equipment
- Excellent telephone and writing skills
- Valid DL required
- Valid Motor Vehicle Insurance coverage required



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- Experience with MRP or ERP software preferred
- Microsoft Office experience essential, SharePoint experience preferred
- Must be able to perform very detailed data entry while simultaneously performing other tasks
- Familiarity with hand tools, appliance repairs, and electrical systems.

### Additional Details

- Hourly
- Full Time
- Non-Exempt
- Up to 25.00 per Experience
- Monday Through Friday

