



JOB TITLE: Customer Service Technician

DEPARTMENT: Customer Service

REPORTS TO: Customer Service Manager

SUMMARY: Fulfill service contracts and direct support services. Follows policies and guidelines to facilitate efficient service delivery. Ensure all pre-installed/install questions/concerns, including but not limited to equipment, interface, and electro-mechanical issues, are satisfactorily resolved utilizing engineering, manufacturing, and other teams as needed.

DUTIES AND RESPONSIBILITIES:

- Must be able to troubleshoot and resolve External issues as they arise
- Information and data collection for root cause and corrective action on RMA (Warranty and Non-Warranty Returns)
- Perform functional and operational tests, using EPG Companies' electronic test equipment – document test results where necessary and required
- Must document and complete EPG Trip Reports and provide documented Root Cause and Corrective Action documentation when complete
- Communicate effectively with other departments in the company
- 15% travel to locations in the USA and outside of the county to install or troubleshoot pumps and associated EPG equipment

QUALIFICATIONS:

- Knowledge of pumps and industrial control panels preferred, but will provide training
- Excellent verbal and written communication
- Complex problem solving
- Electrical Knowledge
- Mechanical Aptitude
- Self-motivated, results-driven, and independent thinking
- Proficient in reading, writing, and speaking in English

COMPETENCIES:

- **Teamwork**-- Puts success of team above own interests; Able to build morale and group commitment to goals and objectives; Supports everyone's efforts to succeed.
- **Quality**—Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Attendance/Punctuality**—Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time. Works effectively and efficiently with or without supervision.
- **Dependability** – Follows instructions, responds to management direction; Takes Responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequent utilization of hand and finger dexterity
- Occasional standing is required
- Occasionally required to climb, balance, bend, stoop, kneel or crawl
- Occasionally required to lift/push/carry items more than 50 pounds
- Some work near moving mechanical parts
- Some loud noise

The above is intended to describe the general context of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.