

POSITION DESCRIPTION

WAGNER SPRAY TECH

Exempt: _____

Non-exempt: X

Title: Consumer Technical Service Rep.I

Date: 02/27/04

Reports to: Consumer Technical Service Supervisor

Revised: 02/01/15

Position Objective: To offer technical support to Wagner/Titan consumer product customers, distribution channels, and service centers via telephone, e-mail, social media, and mail.

Accountabilities:

<u>% of time</u>	<u>No.</u>	<u>Priority Order</u>
85%	1.	Provide technical service for, and mediate concerns of Wagner/Titan consumer product customers, distribution channels, and service centers as it relates to the functionality of the product and the policies concerning the product (i.e. product recommendation, product assembly, troubleshooting, where to purchase products and parts, return policy, warranty satisfaction...). Promote and provide sales of Wagner parts and accessories.
5%	2.	Quickly and accurately respond to email and social media communications as well as producing PQR's (Product Quality Reports).
5%	3.	Maintain communication with the Quality and Marketing departments, providing them with information/data and products that have been collected from customer interaction and through information entered into Wagner's CRM system. This information will assist these departments in product research and market analysis.
5%	4.	Perform other duties and projects as delegated to achieve department or corporate objectives.

Relationship to Others: In constant communication with Wagner/Titan consumer product customers, distribution channels, and service centers. There will also be frequent communication with customer service, returns, the quality department and marketing.

Dimensions of Position: As detailed above, Consumer Technical Service Representatives essentially are a liaison for the end users of Wagner/Titan consumer product customers, distribution channels, and service centers and other departments within Wagner. With every customer contact the representative gains and tracks valuable information needed and even required in other departments of the Wagner organization. The first priority of the representative is to serve the end user by responding to their immediate needs. Representatives also offer a wider service by supporting future product development and marketing strategies.

Knowledge, skills, and abilities:

***Education**

High school diploma or GED required. College degree a plus.

***Experience**

1-3 years of experience in customer service or call center. Knowledge of paint industry and application equipment a plus.

*** Skills/Abilities**

- Ability to understand and speak Spanish would be beneficial.
- Must be able to communicate effectively in writing and verbally. Proficient at speaking and listening to others to convey information effectively.
- Must be service oriented with the willingness to actively look for ways to help people.
- Requires teamwork, multitasking, time management, and critical thinking skills.
- Requires intermediate computer skills including Microsoft Word, Excel, PowerPoint, and other computer skills.
- Mechanical aptitude and the ability to grasp concepts quickly are required.
- Must be able to work Saturdays as required.