

# **Indmar**

M A R I N E E N G I N E S

## **JOB DESCRIPTION**

**JOB TITLE:** Customer Service Technician

**LOCATION:** Millington, Tennessee

**REPORTS TO:** Director of Customer Service

**POSITION SUMMARY:** Responsible for answering calls, troubleshooting problems, processing orders, and fulfilling customer needs to ensure customer satisfaction.

### **DUTIES AND RESPONSIBILITIES:**

1. Answers incoming calls to assist OEM, dealer and end user customers with technical, parts and warranty issues.
2. Provide input with regard to mechanical repairs to inboard marine engines in-house or in the field.
3. Process orders, transfers and enter warranty information using ERP system.
4. Communicate regularly with the point of contact at registered dealerships ensuring all issues are resolved timely and efficiently.
5. Some travel to dealerships is required in the off season.

### **KNOWLEDGE AND SKILLS:**

1. Strong mechanical background with the ability to diagnose, troubleshoot and repair engines.
2. Ability to read and understand parts books, service manuals and electrical and hydraulic schematics.
3. Strong problem-solving skills with the ability to think and work their way through difficult projects or problems.
4. Ability to communicate effectively, both verbally and through written communication.
5. Proficient computer skills with working knowledge of Microsoft Office. Experience with ERP system is desired.
6. Must be motivated with the ability to work effectively with little supervision and oversight.
7. Must work well within a small team/department.

**EDUCATION AND WORK EXPERIENCE:**

1. High School graduate or GED.
2. Minimum of 3 years direct engine experience in a manufacturing or related environment.
3. Previous experience in a customer service related role preferred.

**ENVIRONMENT:** Office environment

Accepted: \_\_\_\_\_ Date: \_\_\_\_\_