



JOB DESCRIPTION

Position: OEM Support Specialist
Supervisor: Trevis Rakey

Department: OEM Customer Service
Classification: Full Time

General Purpose of Job: Provide in-depth support to our OEM customers. The OEM support specialist is responsible for fielding application, installation and troubleshooting questions along with the processing of warranty claims.

Essential Functions of Job:

- Provide outstanding customer service to our OEM customers, resolving issues related to product or installation, and to also provide immediate feedback to internal departments of current or urgent issues.
- Identify and assess customer needs to achieve satisfaction, creating greater brand loyalty.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Handle customer inquiries, provide appropriate solutions and alternatives within the time limits.
- Process warranty claims using OS Ticket System and Oracle software.
- Work closely with the OEM Division.
- Responsible for following all ISO Certification and internal processes.
- Additional duties will be required from time to time based on the candidate's experience.

Job Requirements:

- **Self-motivated Team Player:** Must be proactive, able to work both independently and within a team, and demonstrate a strong eagerness to learn.
- **Strong Communication Skills:** Excellent written and verbal communication skills are essential for clear and effective interaction.
- **Proficient with Technology:** Strong telephone and computer skills, with the ability to adapt to new tools and systems quickly.
- **Technical Knowledge:** A solid technical background is required to understand and address complex issues.
- **Problem-Solving:** Ability to troubleshoot issues efficiently while maintaining a positive and professional attitude.
- **Accuracy in Reporting:** Ensure that all information is accurately maintained and updated for reporting purposes.
- **Adherence to Company Values:** Must uphold company values and follow the guidelines and policies in place to ensure a consistent and professional work environment.