



RFUS Position - Located in Indiana, USA

Position Title: **Technical Support (Level 1)**

Department: Engineering & Technical

Reports to: Engineering & Technical Manager

Classification: Full Time

Position Summary:

The **Technical Support** position will be responsible for support duties including: Technical Customer Support, Technical Lab Services, Sales Research, Tradeshow, and Sales training.

Essential Job Responsibilities:

- Provide technical sales support & service for customers and outside sales:
 - Answer calls within 3 rings
 - Return calls and e-mails the same day or no later than 9am the next day
 - Provide correct information to customer questions
 - Use proper communication skills
- Provide technical support to include:
 - Answer all technical calls and e-mails regarding our products
 - Respond within the same day regarding pricing and availability
 - Provide official quotes to salesmen, reps and customers within 2 hours of the request or the following business day if received after 4:45pm
 - Work and set-up tradeshow booths and prepare products and shipments for shows
- Sale Reps:
 - Frequent interaction via phone and email with sales reps and outside distributor sales associates.
 - Must be able to evaluate issues and provide the best technical answers to their problem or request in a timely and professional manner.
 - Must be able to work with different personalities and remain professional at all times
- Tech Lab / RMA's
 - Cleaning tools that come back from demonstrations
 - Loading and unloading of PGU machines in company vehicles
 - Arranging PGU rack for machines arriving and easy access

REGO-FIX USA

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- Able and willing to learn and perform all tech lab services
- Responsible for maintaining the visual image of the lab
- Any other duties as assigned

Other requirements:

- Physically capable of performing the tasks listed above which could result in days spent standing at shows or in the lab testing / cleaning tools.
- Minor lifting of packed boxes of literature and tooling
- Exposure to WD40 / Simple Green / Ultrasonic fluid / Windex and other cleaners is possible. Gloves will be provided.
- Mechanically inclined and capable of properly using hand and basic power tools

Travel:

- Up to 10% travel is possible with overnights stays
- Tradeshows including set-up, operation and teardown

Qualifications:

- High school or GED Equivalence min, Associates or BS preferred
- High mechanical aptitude
- Previous experience with CRM (experience with Salesforce a plus)
- Customer service experience preferred
- Negotiation experience preferred
- Professional communication skills
- Proficient in Windows and Microsoft Office Suite (Fluent in Outlook, Word and Excel)
- Detail Oriented
- Ability to work with little supervision
- Time management skills
- Professional demeanor on the phone
- The ability to effectively communicate with customers, reps and distributors
 - Fluency and proficiency in English required

The Company has the right to revise these job responsibilities at any time. This document does not create a contract for employment, and either you or the Company may terminate the employment relationship at any time, for any reason, with or without notice.

For more information please reach out to David McHenry dmchenry@rego-fix.com or contact RFUS directly at (317)870-5959.