



Old World Industries

Approved by:

POSITION DESCRIPTION

TITLE	: Technical Service Representative	FORM:HR 1
ISSUE DATE	: REVISION DATE : 1/12/10	REVISION # 2
DEPARTMENT	: Automotive Marketing	DEPT. # : 74
REPORTS TO	: Technical Services Manager	

I. POSITION PURPOSE:

Provide customers and consumers with product and technical support and handle consumer questions and concerns for all OWI automotive consumer and traditional products with a special emphasis on 12V products.

II. DUTIES, TASKS AND RESPONSIBILITIES:

1. Respond to customer and consumer technical inquiries via mail, telephone, fax or E-Mail.
2. Diagnose, resolve and process consumer returns and defective/damaged product claims.
3. Record these complaints and resulting claims in the claims database.
4. Communicate regularly with other Tech reps and Tech manager to provide information regarding product quality and other technical information
5. Assist in the administration of the testing of fluids sent off for claim analysis.
6. Assist with the maintenance of the MSDS database
7. Train and educate consumers and customers on the proper use of our products
8. Assist with product claim database maintenance
9. Accept and complete other related duties and special projects as assigned.
10. Maintain inventory of products used for consumer replacement.
11. Assist with the testing and application of OWI and competitors products

III. DIRECT REPORTS: None

IV. WORK RELATIONSHIPS:

Internal: Customer Service, Office Services, Administrative Assistant-Marketing, Electrical Engineer
Sales Manager, Sales Assistants, Brand Managers

External: Consumers, Distributors/Retailers, Vendors

V. SKILLS, KNOWLEDGE AND ABILITIES:

1. Associates Degree with a concentration in Automotive Technology or equivalent experience.
2. 2-3 years consumer product or distributor channel customer service experience
3. Automotive and/or Electronics background desirable
4. Basic Microsoft Office and Lotus Notes skills
5. Excellent communication and customer service skills are required
6. Good proactive interpersonal, written, verbal communication and team skills.
7. Polite yet firm temperament needed in customer interface.