



## Job Description

Job Title	Technical Support Representative	Location	Suwanee, GA
Department	Domestic Sales	Immediate Supervisor	National Sales Manager

### Position Summary

Technical Support Representatives are responsible for assisting distributor customers throughout the entire parts purchasing process including assisting with parts determination, quotation of required parts and order entry once the sale is made. TSRs are trained by and work in conjunction with the Engineering Department in developing the necessary skills to interchange parts and the ability to determine parts and kits required by the customer. TSRs work with a team of Customer Service Representatives who along with the TSRs are trained in all functions in the order entry system to enable handling all aspects of the selling process including quoting parts, entering orders and when necessary completing the process of shipping and billing.

### Position Responsibilities

1. Assist customers with parts and kits interchanges and determinations
2. Convey pricing and availability information
3. Complete internal forms in order entry with results of call
4. Enter orders as required.
5. Assist Customer Service Representatives with shipping and billing as needed
6. Coordinate high level parts determinations with Engineering Department
7. Assist with business development of both current and new customers.
8. Report on competitive activity to Sales Manager.
9. Support other members of team as needed.

### Position Education and Skills Requirements

**Education:**

High School diploma required; some college or college degree preferred.

**Work Experience:**

3+ years minimum in a broad base technical role, counter sales position or sales position in the Heavy Duty Truck Parts industry.

**Required / Preferred Skills**

Must be dependable and able to work with little supervision. Must have excellent communication skills (written and telephone). Must be comfortable and capable with parts catalogs both paper and web based with a working knowledge of truck parts. Must be able to multi-task and be skilled with email and Microsoft Office. Spanish/English Bilingual a major plus but not required. Must be able to work in a team environment.

**Physical Requirements:**

#### Limitations and Disclaimer

The above statements are intended to describe the general nature and level of work that will be performed for the described job. They are not to be construed as a complete list of responsibilities, duties, and skills required for the position. Position requirements represent the minimum level of education, work experience, skills and/or abilities required to perform the duties of the position.