

## HESTAN COMMERCIAL CORPORATION JOB DESCRIPTION

Job Title: Service Support Specialist  
Department: Service  
Reports to: Service Coordinator / Service Manager  
Status: Non - Exempt

### Job Summary:

This position encompasses a range of general responsibilities and functions in the Service department. The main focuses are, but not limited to, Service Support, Technical Support, Service Part Order Entry, and all areas of Customer Service Support including going above and beyond to surpass customer expectations. It is expected that the job responsibilities will evolve, change, and expand as the business grows.

### Essential Job Duties:

- ◆ Respond directly and promptly to incoming calls / inquiries / complaints from consumers / customers, dealers, reps, and distributors to address service inquiries, requests, and issues.
- ◆ Identify and assess customer's needs to achieve satisfaction
- ◆ Provide effective technical support to resolve service, repair, replacement, and sales issues.
- ◆ Address, resolve, and manage service tickets via FreshDesk in the most timely and effective manner.
- ◆ Provide accurate, valid, and complete information by using the right tools / methods.
- ◆ Maintain a positive, empathetic, and professional attitude toward customers at all times
- ◆ Try to resolve escalated requests and issues by working closely with Service Coordinators, Service Technicians, and management.
- ◆ Consult with other departments to find the best service solutions, including Engineering, Sales, Inside Sales, Manufacturing, Purchasing, Shipping, and QC.
- ◆ Dispatch authorized servicers or inside service technicians to address or support service issues in the field.
- ◆ Follow up with service calls via phone calls or emails to provide timely updates, and to make sure the issues are fully resolved in a timely and most effective manner.
- ◆ Keep records of customer interactions, transactions, comments, and complaints
- ◆ Receive, review, process, and manage service invoices to be ready for payment
- ◆ Receive, review, input, issue, and confirm incoming service or replacement part orders
- ◆ Assist in managing all documentation required for part orders and shipments
- ◆ Knowing our products inside out so you can answer questions. Participate in all product training sessions to gain valuable product knowledge. Invest time to learn about all products, designs, features, and benefits, including new product introductions

- ◆ Study all product manuals, use & care manuals, installation manuals, training videos, and other technical references.
- ◆ Assist in coordinating product training sessions with rep groups, consultants, and dealers.

Qualifications:

- ◆ Minimum of 2 years of working experience in related field required
- ◆ Appliance industry experience required (residential or commercial).
- ◆ Minimum of 1 years of customer service experience preferred
- ◆ Experience in using AutoQuote a plus
- ◆ Experience in using FreshDesk a plus
- ◆ Proven customer support experience
- ◆ Proficiency in standard office software: MS Word, MS Excel, and MS Power Point
- ◆ Strong phone contact handling skills and active listening
- ◆ Ability to multi-task, prioritize, and manage time effectively
- ◆ Customer orientation and ability to adapt / respond to different types of characters
- ◆ Excellent verbal and written communication skills.
- ◆ 2-year associate degree in preferred. 4-year bachelor degree a plus.
- ◆ Hands-on and self-starter