



Product Service Technical Support

Full Time Position

Compensation based upon experience

Medical and Dental, 401K

We are looking for an organized self-starter to resolve technical & mechanical issues reported from the field related to commercial dish machines, individual must utilize skills such as careful listening, gaining knowledge, troubleshooting, and follow through from beginning to full resolution with a great professional attitude. Excellent customer service, mechanical aptitude and telephone skills are essential.

Job Responsibilities and Daily Functions

- Answer incoming mechanical service and technical calls related to our commercial dishwashers, providing great customer product support for all CMA products.
- Able to handle high volume of inbound calls with the highest degree of courtesy and professionalism
- Document all service calls, entering them into the database.
- Keep detailed records of recurring issues or problems, on all incoming phone calls.
- Process service calls and ship necessary warranty part(s) needed in the field.
- Examine returned parts and process as needed on a daily basis. Complete paper work for credit.
- Resolve Our Top Ten Priority Customers issues first and foremost.
- Mechanical knowledge and/or experience in Customer / Technical support service preferred.

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www.cmadishmachines.com