

## JOB DESCRIPTION

**Job Title:** Dealer Service Advisor

**Reports To:** General Manager, Product Support

### Job Summary:

Responsible for direct product support of Atlas and Mantsinen material handlers. Provide troubleshooting and repair assistance both remotely and along with the dealer technicians at customer sites throughout the United States. Based in Concord, North Carolina.

### Responsibilities:

- Support the Atlas and Mantsinen Material Handling Dealer network to assist with the troubleshooting and repair of units via phone, email and/or in person when necessary
- Develop and maintain good working relationships with both the dealer network and manufacturers, utilizing conflict resolution and problem-solving skills to resolve issues
- Maintain technical skill levels with the service departments for Atlas and Mantsinen as well as current with all manufacturer websites
- Assist the dealer network with workshop and parts manuals and training
- Perform installations of components (generators, guards, etc.) on units prior to shipping or on the dealer's yard as needed
- Assist with Parts Sales and Shipments when necessary
- Develop and distribute monthly reports
- Interface with GM Product Support to provide warranty support for Dealers and factories
- Assist in training both at Dealer locations and at our facility
- Assist in answering phones for sales, parts and service
- Recommend and implement measures to enhance customer service and elevate performance of the Service Department
- Other tasks as requested by manager

### Additional:

- Minimum 50% travel required

### Education/Experience/Skill:

- Mechanic experience on Heavy Equipment requires, Material Handling preferred
- Ability to understand and teach electrical and hydraulic schematics
- Proficiency in German preferred
- High School Diploma/GED required
- Highly organized with effective time management skills
- Independent decision-making capacity
- Excellent customer service skills written, oral communication and interpersonal
- Proficient computer skills. Microsoft Excel, Word, Outlook