



Office Job Posting

Position Available: Service Representative
Location: Field (West Coast-CA/AZ/UT/NV)
Department: Sales & Service
Business Unit/Group: Powered Vehicle Systems / Trailer Systems
Hours: 8:00 am – 5:00 pm
Reports to: Field Service Manager

Qualifications Required:

- Qualification 1: Bachelor's Degree (B.A.) from a four-year college or university; or
Qualification 2: 3 to 5 years of related experience and/or training;
Qualification 3: OR equivalent combination of education and experience.
Qualification 4: Strong language skills: ability to read, analyze and interpret general business periodicals, professional journals, technical procedures and/or government regulations; ability to professionally write reports, business correspondence and procedural instructions; ability to effectively present information and respond to questions from groups of managers, associate, clients and customers.
Qualification 5: Ability to calculate figures and amounts such as discounts, interest, and commissions.
Qualification 6: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
Qualification 7: Proficiency with Microsoft Windows, Word, Excel, PowerPoint, and Access.
Qualification 8: Valid driver's license with acceptable driving history.

Summary of Job Duties:

Works with SAF-HOLLAND customers and Sales/Engineering/Operations staff to identify, understand, and resolve product and user issues with the result being high customer satisfaction.

Warranty

- Assists the customer and the sales organization to resolve all claims in a timely fashion and ensures that SAF-HOLLAND warranty and policy adjustment processes and guidelines are followed.
- Works with the field sales organization, the customer and service centers as necessary to address customer complaints and/or concerns.
- Assists in the claim review and resolution process, with the appropriate internal contacts for warrantable and new material returns.
- Identifies problems as they arise and recommends solutions to appropriate personnel.
- Upon request, assists in reviewing SAF-HOLLAND products returned for warranty consideration.

Service

- Visits customers and end users in coordination with or at the request of assigned sales personnel to help sell and service company products
- Assists in the accurate specification of SAF-HOLLAND products in any given application.
- Works with the sales teams to identify customer training opportunities/issues and resolve product problems.
- Ensures the timely and effective implementation/conclusion of all service programs, campaigns, and training programs to help support SAF-HOLLAND's premium brand position.

- Acts as the product and service expert and advisor to all SAF-HOLLAND company locations and external groups.
- Reports any unusual problems or potential problems found to the appropriate SAF-HOLLAND personnel and provides recommended corrective or preventative actions.
- Assists in the development, preparation, and revision of product maintenance literature and related audio/visual programs as requested.
- Provides detailed reports on all service calls to the appropriate personnel.
- As directed by supervisor, attends conventions, open houses, and maintenance seminars throughout the industry to promote SAF-HOLLAND products, and develops long term relationships with key customer and industry contacts.

Product Liability

- Conducts accident investigations when requested by supervisor.

Technical Training

- Implements and executes training programs to ensure that all members of the sales and service organization (including inside sales) are continually up to date on all SAF-HOLLAND products.
- Provides product and maintenance training for the territory, warehouse distributors, fleets or leasing companies by determining training needs, setting up and developing appropriate training, and conducting seminars, clinics, etc.

Miscellaneous

- Be a good steward of the Company's resources and exemplify the values of the Company.
- Ensures personal compliance with all Company policies, procedures, values, ethics, and rules.
- Maintains and promotes a safe work environment through ownership of Company/business unit safety program. This includes following all safety rules/regulations and proper operating procedures, as well as the proper use of prescribed safety equipment pertinent to the department, and immediately reporting all accidents/incidents to supervisor.
- Supports the Company's equal employment opportunity and affirmative action policy and actions, immediately reporting violations to supervisor and/or the Human Resources representative.
- Ensures that work area is free from any form of harassment (sexual, racial, religious, etc.), immediately reporting violations to supervisor and/or the Human Resources representative.
- Supports Company's quality and environmental policies and programs and meets quality requirements specified for position. Meets quality requirements specified by production drawings, bills of materials, control plans, policies, work instructions, and procedures.
- Actively participates in and successfully completes appropriate training. As appropriate, submit documentation of specific training to support successful completion (i.e. course description, certificate; Training Completed/Evaluation Form).
- Meets with supervisor at least once per year to review job performance using this job description as a basis for appraisal.
- Maintains complete security and confidentiality of all Company records and employee data.
- Performs other miscellaneous duties as may be assigned.

Travel Requirements: Significant, including overnight travel required (80%)

Relocation: Benefits Available

Resumes may be submitted by email to husaresumes@safholland.com, or faxed **confidentially** to **616-546-6813**. By mail: Rachelle Warrick, HR Manager, SAF-HOLLAND, at 467 Ottawa Avenue, Holland, MI 49423.

Equal Opportunity Employer