

# HIX CORPORATION

Job Description Form



## Hix Corporation -Technical Service Representative

Reports to- Customer Service Manager

FLSA: Full Time – Non-exempt

Hours: 40 per week

Shift: 8am – 5pm Monday – Friday

Occasional Overtime Required Occasional Travel Required

## Descriptive Summary

This position primarily provides customers technical support, resolving product and service problems through both written and verbal communication.

## Essential Duties and Responsibilities:

To perform this job successfully, an individual must be able to perform the essential duties and responsibilities of the job with or without reasonable accommodation. Duties and responsibilities may change at any time with or without notice.

- Troubleshooting machine diagnostics with customers via telephone to determine best possible solution and if parts are needed.
- Articulates suspected problem and helps customer perform basic maintenance by walking customer through process step by step.
- Places orders for repair parts when needed.
- Completes sales order forms, determines charges for parts and service requested based on warranty information.
- Enters customer information and order information into computer system in relation to parts and warranty orders.
- Issues RMA's (Return Merchandise Authorization) numbers and Call Tags and perform all steps and follow up pertaining to RMA's and Call Tags.
- Daily contribution as a team member is expected with regular attendance and punctuality.
- Other duties as assigned.

## Mission and Vision Competencies and Skills

Mission and Vision: Hix Corporation is dedicated to innovative manufacturing of the highest quality equipment and products, serving the worldwide graphics imaging, commercial food, and industrial oven industries: cultivating a rewarding partnership with customers, employees, and suppliers.

- **Pride:** take pride in yourself, in others and in Hix Corporation.
- **People:** treat people fair and be socially responsible. Everyone matters.
- **Partnership:** Respect and value relationships with customers, suppliers, and co-workers. Team attitude is crucial. Value open and candid communication to foster an atmosphere of success.
- **Quality:** Quality by design in our products and the work we do to exceed customer expectations. We value the quality of our environment and will maintain its cleanliness and safety.
- **Integrity:** Committed to the highest level of ethical conduct. Strive to succeed in developing safe products, great environment, equal employment practices and compliance with all laws.



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- **Mathematical Skills:** Ability to add, subtract, multiply and divide two-digit numbers. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- **Language Skills:** (Preferred – Spanish, French, Chinese, German, and/or Japanese) Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- **Computer Skills:** Knowledge of Design software, Internet software, spreadsheet software, and Word processing software.
- **Technical Skills:** Ability to read electrical diagrams, modeling software schematics, understanding of electrical systems and mechanical processes.

### Physical Demands/Work Environment

- Regularly required to talk and hear.
- Frequently required to sit.
- Occasionally required to stand and walk.
- Occasionally lift or move up to 25lbs.
- The noise level is usually moderate.

### Education/Experience

- HS Diploma or GED
- 1 to 2 years' related experience and/or training.
- Equivalent combination of education, experience, and training.

### EEO

- Hix Corporation is an Equal Opportunity Employer.

I understand and agree to the duties and expectations of my role as outlined in this job description. I can perform the essential function of the job with or without reasonable accommodations.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

Job Description: Technical Service Representative

Revision Date: 03/2020

HR Authorized Work Code: 8810

Job Code: 5-450TSR

EEO: ASW 43-4051 5240