

This position will be responsible for customer service and repair of Copiers Northwest's products and services within a designated local territory. This position will contact customers who have initiated a service repair call; diagnosing problems, replacing any parts that are not in working order, cleaning and checking the machines and completing preventive and routine maintenance.

Responsibilities

- Trouble shooting and resolution of client application and system problems
- Attend training classes, seminars, or any other programs assigned by management
- Maintain a professional appearance and promote a positive company image at all times

Duties

- Arrive at your first assigned service call of the day by 8:00 am and check in with dispatch
- Perform service calls on assigned customer equipment as dictated by service dispatch throughout the day until 5:00 pm
- Follow-up on all parts calls in a timely manner in conjunction with the parts dept. and svc dispatch
- Assist other field and shop service technicians as needed, in order to maintain customer satisfaction
- Work with other service employees and/or the sales staff to resolve any extraordinary technical or customer relations problems
- Provide and maintain a reliable and adequate vehicle for daily work use
- Maintain an adequate and organized vehicle parts inventory in conjunction with the parts dept.
- Perform other duties as required

Qualifications/Requirements

- Understanding of mechanics and electronics
- Experience with PCs and Macs
- Ability to lift and maneuver heavy machinery, 50-75 pounds
- Self-motivated, outgoing, friendly and willing to learn
- Ability to multi-task, work independently, take direction and provide direction or others

Compensation & Benefits:

- Competitive pay (DOE):
- Medical & Dental
- Company Cell Phone (with data plan included)

- Monday - Friday Schedule (no evenings or weekends)
- Paid Holidays
- 401(k)
- Quit-Smoking Program
- Employee Assistance Program