



JOB DESCRIPTION

Job Title: Technical Customer Service Associate	Job status: FT <input checked="" type="checkbox"/> PT <input type="checkbox"/>
Department: Finance/Technical Operations	Reports To: Controller
Revision Date: April 26, 2024	FLSA Status: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt

Position Overview

As a member of the WAV Finance team, the Technical Customer Service Associate is responsible to process Return Merchandise Authorizations (RMAs), provides consultative pre-sales technical support to the WAV sales teams, affiliates, and customers. Assists with warehouse shipping and receiving functions as required. In addition to reporting to WAV Controller, there is accountability to the Manager, Technical Operations and Warehouse Manager.

Essential Job Functions

- Qualifies RMA and technical support inquiries received via our support ticketing system (Zendesk), e-mail, or telephone.
- Generates RMA and technical support tickets in the support ticketing system.
- Troubleshoots, recreates, and escalates issues reported via RMA or technical support inquiries.
- Generates and issues RMA, replacement orders, and coordinates vendor RMA credits.
- Evaluates returned products, documents, and photographs any tampering of the product and/or product packaging. Updates the support ticketing system with evaluation results and supporting documentation.
- Maintains accurate inventory of all RMA products returned to WAV.
- Monitors, assigns, and grabs pre and post sales technical support tickets.
- Monitors ERP (NetSuite) dashboards for RMA, VRA, credit, and/or order updates. Updates ERP records as needed.
- Assists WAV sales team, affiliates, and customers with pre- and post-sales inquiries.
- Generates bill of materials (BOMs) based on the application requirements or competitive quotes.
- Assists with staging projects as needed.
- Creates and maintains process documents related to the Technical Customer Service Associate job functions.
- Assists the warehouse team as needed. Receives and verifies shipments, puts away products. Picks, packs, and ships orders.
- Executes closing procedure to ensure building is secured at end of shift.
- Assist with quarterly inventory.
- Performs and logs routine maintenance on any equipment and/or devices related to the Technical Customer Service Associate job functions.
- Some tasks require operating hand, electrical, and soldering tools, as well as mechanical and digital equipment, forklift, scissor lift, and pallet jack.
- Assists with local IT tasks as requested by the WAV IT team.
- Some tasks may require lifting packages up to 75 lbs.
- Any additional duties as assigned by management.



JOB DESCRIPTION

Non-essential Job Functions

- Maintain a clean, neat, and orderly work area.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Strong organizational, problem-solving, and analytical skills
- Strong communication and interpersonal skills.
- Tenacity and creative thinking, problem solving skills.
- Proficiency in MS Office applications including Excel and PowerPoint.
- Ability to thrive in a dynamic environment, shifting priorities quickly.
- Self-motivated, solutions driven, with ability to track and manage progress.

Education/Experience

High School degree or equivalent experience processing Return Merchandise Authorizations (RMAs) and/or consultative pre-sales technical support.

Language Ability

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of an organization.

Math Ability

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ration, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skill

To perform this job successfully, an individual should have knowledge of Microsoft Office programs and experience using CRM, ERP, and ticketing systems.

Certificates/Licenses Required

No certifications needed.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Supervisory Responsibilities

This position does not have any supervisory responsibilities.



JOB DESCRIPTION

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work environment consists of an indoor, climate-controlled atmosphere. Noise level in the office is usually moderate.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be able to operate hand, electrical, soldering tools, mechanical and digital equipment, forklift, scissor lift, and pallet jack.

This position frequently requires the employee to stand, sit and walk. The employee is frequently required to use hands to finger, handle, or feel, reach with hands and arms, and talk/hear. Specific vision abilities required by this job include close vision and ability to adjust focus. Must be able to lift 75 pounds.