

Denco Sales is a wholesale distributor of equipment and supplies used by visual communications providers including sign manufacturers, digital printers & screen printers.

The **Outside Technical Services Representative (OTSR)** is responsible for nurturing a professional and productive relationship with our customers, and for maintaining a consistent commitment to quality in dealings with customers. The OTSR is responsible for professionally and thoroughly handling all customer product demonstrations, installation and trainings, inquiries, complaints and follow-up for equipment and software sales.

### **Essential Job Duties**

- Responsible for understanding and staying proficient with all sign-making software and equipment systems sold by Denco Sales.
- Provide prompt and efficient installation and training support for all equipment sold in the territory as well as training to sales staff on all new technologies
- Provide quality technical support to customers as well as other Denco staff in a timely manner.
- Maintain accurate records for all service calls and service contracts sold in the territory and provide periodic reports of activity using prescribed software.
- Performing all service commitments for service contracts sold in a timely and effective manner.

### **Physical Requirements:**

The characteristics described below are representative of those required to perform the essential functions of this position. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the OTSR would occasionally be required to stand, walk, sit, reach with hands and arms, climb or balance, stoop or kneel, talk and hear, and use fingers and hands to feel objects, tools or controls.

- Must be able to sit for long periods on airplane or in an auto to reach job destinations
- Must be able to have manual dexterity to operate equipment and tools required on the job
- Must be able to quickly and repeatedly adjust the controls of a machine or a vehicle to exact positions
- Must be able to quickly respond (with the hand, finger or foot) to a signal (sound, light, picture) when it appears.
- Must occasionally lift and/or move up to 50 lbs.

### **Education and/or Experience Preferred**

- High school diploma. 3-5 years Technical experience. 1-2 years minimum administrative experience.
- Associate's degree or 7+ years of similar experience preferred

### **BENEFITS**

Full-time employees are eligible for Medical, Dental, Vision, Life Insurance, Flex Plan and LTD after successful completion of 60 DAYS. PTO benefit accrual at 90 days.

Full-time and Part-time employees are eligible for the 401k Plan after 60 days

**EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**