



Job Title:	OTSR (Outside Technical Service Representative)	Status:	Full Time
Supervisor:	Joe House	Classification:	Non Exempt
Department:	Corporate	Department No:	X07

LOCATION:

REPORTS TO: Technical Services Manager

The OTSR is responsible for nurturing a professional and productive relationship with our customers, and to maintain 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

Technical Installation/Training/Support

- 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.

Equipment Sales and Support

- Assists sales with demonstrations and other activities to close equipment and software sales in a professional and effective manner.
- Actively participates in prospecting for new equipment, software or service opportunities in a professional and effective manner.
- Conducts systematic follow-up with customers who have recently had installation and or training to assure quality of training received and that critical concepts have been retained.
- Conducts joint calls with Sales Reps on equipment leads as requested.

Marketing

- Maintain the demo room equipment for training, demonstrations and special events, ensure that all equipment is running and in good order and the facilities are kept in order to show to customers.
- Take a pro-active approach to staying on top of what's new as far as technology specific for the sign industry.



- Assisting in the evaluation of equipment, software and supplies and their potential to be sold by Denco Sales
- Supports the Sales Manager as needed in special marketing activities and promotions.
- Trade-show support

Post Sale Customer Service

- Serves as a primary equipment and software customer contact to ensure proper service and retention of customer's on-going business.
- Coordinates retention efforts with sales staff to maintain a high level of customer satisfaction including follow-up calls and personal thank you notes, etc. in an effort to turn satisfied customers into loyal customers.
- Assists in account recovery by re-establishing and mending customer relationships by selling Denco's value, identifying solutions and providing outstanding service.

Policy and Procedure

- Work and support the customer and the Company (Denco Sales) as a team player when and whenever needed.
- Complete special tasks as assigned by management
- Comply with company policies and procedures
- Maintain professional bearing

Physical Requirements:

The characteristics described below are representative of those encountered while performing the essential functions of this position. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. While performing duties of this job, 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.

Time Allocation

65%: Technical Installation/Training/Support
15%: Equipment Sales and Support
10%: Marketing
10%: Post-Sale Customer Service

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