



Montag Manufacturing, Inc.

3816 461st Ave – Emmetsburg, IA. 50536

2737 Van Dorn Rd – Milford, NE 68405

Customer Technical Support Representative

Reports to: Sales Manager

Location: Emmetsburg, IA OR Milford, NE Office

General Hours: 8:30 am – 5:00 pm (office hours), extended hours when customer demands require.

Travel: Some overnight travel for trade shows and training related events may be required.

Summary: The Technical Support Representative is responsible for all aspects of customer support, technical support, shipping customer orders, customer phone sales, and other duties as required. TSR will be required to attend training events to keep up with the latest technology. This position is an office-based position with some travel required to attend trade shows, training events, or customer events.

1. Product Support – 80%

- Resolves product or service issues by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Execute Warranty policy as set by Montag.
 - Issue RMA and finalize process.
- Enter parts orders as needed to support customer requirements.
- Pick, pack and ship parts orders as required.
- Work with engineering to resolve product related issues.
- Help develop and execute P.I.P. (Product Improvement Programs) as required.

2. Shipping - 5%

- Assist in timely shipping of customer parts orders.

3. Sales Support – 10%

- Work directly with the Montag sales team developing quotes and orders.
- Maintain the production calendar, providing lead time to sales team.
- Take incoming sales related calls, assisting the customer in purchase of Montag products.

- Make outgoing calls to proactively sell Montag products.
- Attract potential customers by answering product and service questions - suggesting information about other products and services.

4. Order Entry – 5%

- Assist in order entry of customer orders.
- Proof Sales Orders for accuracy.
- Open customer accounts by recording account information.
- Maintains customer records by updating account information.

5. Other duties as required

Benefits

- This is an hourly paid position with rate depending on experience and abilities.
- Job Type: Full-time out of our Emmetsburg IA OR Milford, NE location
- Retirement plan: Simple IRA with 3% matching
- Paid time off: 10 paid holidays (New Year's 2 / Good Friday 1 / Memorial Day 1 / Fourth of July 1 / Labor Day 1 / Thanksgiving 2 / Christmas 2).
- Vacation: 80 hours accrued/ year – 120 hour/year after 3 full years – 160 hours/year after 7 full years
- Typical start time 8:30am – 5:00pm
- Pay Frequency: Bi-weekly with direct deposit