



# Montag Manufacturing, Inc.

2/16/2023

3816 461<sup>st</sup> Ave – Emmetsburg, IA. 50536

1253 280<sup>th</sup> Rd – Seward, NE. 68434

**Reports to:** Director of Sales and Marketing

**Location:** Emmetsburg, Iowa or Seward, Nebraska

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

**Travel:** Some overnight travel for trade shows, customer/field support 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, customer/field support 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 position pay range is depending on experience.
- Health, dental, vision, and life insurance
- Retirement plan: Simple IRA with 3% matching
- 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.
- Pay Frequency: Bi-weekly with direct deposit.