



## Customer Care Technical Support Career Ladder

Reports To:	Division: Corporate
FLSA Classification:	Department: Customer Care
EEOC Category:	Grade:
Date:	Approved By:

### Job Description: Customer Care

- The Customer Care vision is to positively impact our customers experience with every interaction they have with Duke; before, during and after the sale.
- We will improve our reputation and further the Purpose, Vision and Values of the company and increase the likelihood of repeat business.
- We will apply our product, customer, and problem solving experience to resolve our customer's needs rapidly and in keeping with the represented Value Streams strategies.

### Functional Area: Customer Care Technical Support

The Technical Support team has the responsibility for delivering first in performance of our customers' technical needs. This includes; problem solving, field service support and customer service processes. Required skills include:

- Ability to effectively handle customer-related complaints and issues
- Strong customer negotiation skills
- Ability to tolerate interruptions
- Ability to adhere to a strict timeline
- Ability to check others' work for accuracy
- Ability to interact with customers effectively and build rapport
- Ability to manage time effectively
- Ability to pay close attention to detail

### Responsibilities

	Associate	TSR	Senior	Specialist	Lead
Call management, trouble shoot problems	X	X	X	X	X
Call management, coordinate resolution	X	X	X	X	X
Call management, record customer interactions	X	X	X	X	X
Customer service, problem solving	X	X	X	X	X
Customer service, Dealer, REPS and ASA Support		X	X	X	X
New product support, serviceability analysis and input			X	X	X
New product support, testing and validation				X	X
Field support, installation, and onsite tech support				X	X
Support value stream commercialization efforts				X	X
Direct team in support of department objectives					X

## Essential Knowledge, Skills and Abilities

	Associate	TSR	Senior	Specialist	Lead
Proficient in Microsoft Office	X	X	X	X	X
Excellent written and verbal communication proficiency	X	X	X	X	X
Proficient in EPICOR, ERP platforms	X	X	X	X	X
Understanding of the Mitel phone system	X	X	X	X	X
Proficient in Salesforce, CRM platforms	X	X	X	X	X
Demonstrated technical aptitude	X	X	X	X	X
Base product knowledge	X	X	X	X	X
Ability to read floor plans and drawings		X	X	X	X
Strong customer negotiation skills		X	X	X	X
Expert product knowledge			X	X	X
Specialized product training					X
Technical certification including HVAC/refrigeration or related discipline or related expertise				X	

\*May fulfill multiple roles (Senior, Specialist, Lead) based on individual expertise and direction.

## Education / Experience \*\*

	Education (min)	Experience (min)
Associate	0 yrs.	0 yrs.
TSR	1 yrs.	1 yrs.
Senior	2 yrs.	5 yrs.
Specialist*	2 yrs.	5 yrs.
Lead	2 yrs.	5 yrs.

\*Degree, certificate, field expertise required.

\*\* Relevant education, relevant experience and performance will be considered together.

## Physical Job Requirements:

1. Speaking to employees and customers.
2. Listening to employees and customers.
3. Sitting for extended periods of time.
4. Standing for continuous periods of time without being able to leave the work area.
5. Lifting (raising or lowering objects).
6. Pulling and/or pushing (exerting up to 10 pounds on a regular basis so that the object is moved to or away from the employee).
7. Carrying objects (in arms or on shoulders).
8. Grasping (applying pressure to objects).
9. Reaching (extending hands and arms in any direction).
10. Stooping and crouching (bending downward and forward).
11. Feeling (perceiving attributes of objects such as size, shape, temperature, or texture).

## Mental and Visual Job Requirements:

1. Clarity of vision at 20 inches or less.
2. Clarity of vision at 20 feet or more.
3. Ability to bring objects into sharp focus.
4. Ability to identify and distinguish colors.
5. Ability to judge distance and space relationships.
6. Ability to learn and comprehend instructions and orientation to the job.
7. Ability to concentrate attention on task at hand for extended periods of time.

## Workplace Environmental Conditions:

1. Typical office environment and development lab environment.
2. Occasionally subject to sufficient noise to cause the worker to shout in order to heard above the ambient noise level.
3. Occasional exposure to oscillating movements (vibrations) of the extremities or whole body.
4. Occasional exposure to hazardous conditions: proximity to moving mechanical parts, electrical current, working on scaffolding and high places, explosives, exposure to high heat or exposure to chemicals.

Applicable Job Title	<input type="checkbox"/> Associate	<input type="checkbox"/> TSR	<input type="checkbox"/> Senior TSR	<input type="checkbox"/> Specialist	<input type="checkbox"/> Lead
Employee Signature and Date:					
Employee Printed Name:					
Supervisor Signature and Date:					