



Customer Service Engineer

Duties:

- Intermediary between the Customer Service Department and Engineering Department
- Manage escalated Customer Service cases from the field, involving engineering as required
- Resolve cases to 100% customer satisfaction with appropriate assistance
- Maintain an escalation database of open and resolved problems
- Schedule, attend, lead and document weekly engineering/customer service department update meetings
- Provide feedback to engineering regarding issues and resolutions
- Track, trend and report problems and resolutions
- Make recommendations for design improvements
- Make detailed Product Change requests in Insight as necessary
- Meet with Customer Service techs weekly to review escalation cases and their status as a training function for them
- Attend weekly ECO meetings, publishing relevant engineering changes to all Customer Service department employees
- Review electrical schematics for errors and omissions
- Add relevant troubleshooting information to existing electrical schematics and distribute globally to OMAX team members
- Review the Silent Sufferer report weekly and take proactive action to correct customer issues
- Work with manufacturing dept. to report and correct manufacturing or assembly defects
- Work with QA dept. to report and correct product quality issues
- Perform all other duties as deemed necessary by the department manager or supervisor

Qualifications:

- Bachelor's Degree in Electrical or Mechanical Engineering or equivalent education
- Must have a solid mechanical and electrical aptitude with a minimum of 3 years demonstrated work experience
- Capable of troubleshooting all aspects of OMAX and Maxiém waterjet machines
- Strong interpersonal skills required to develop and maintain interdepartmental relationships
- Excellent Microsoft Office Suite knowledge

- Database Interface and Report writing using PHP Programming with MySQL a plus