



A growing bakery equipment distributor in Northern New Jersey is seeking candidate to fill the multi-faceted role of Technical Support. We are looking for a driven individual with mechanical and electrical knowledge, the ability to communicate clearly, effectively and empathically with customers, and the ability to manage multiple support projects. This candidate must have a drive to learn and a determination to play their part in the overall team's success.

Responsibilities:

- Develop a familiarity with the mechanical and electrical systems of the various types of commercial bakery equipment offered.
- Respond to customer support inquiries in a timely, accurate, and effective manner via phone and email.
- Identify customer needs and provide proper troubleshooting and potential quotations for parts or service.
- Create, update, follow up and manage open support cases.
- Log customer support inquiries and resolutions on company ERP system
- Provide internal sales team with technical support during the sales process.
- Communicate directly with international equipment suppliers for high level support and OEM part quotations.
- Source local parts and components
- Assist in pricing of non-standard parts.
- Participate in industry trade shows. This includes on-site booth preparation, assisting visitors during show hours, post-show cleanup, etc.
- Participates in weekly support team meetings.

Requirements:

- High school diploma
- A valid driver's license
- Customer service oriented verbal communications skills
- Clear and concise written communication
- Excellent computer skills, knowledge of Microsoft Office Suite, including Excel, Word, and Outlook
- A strong work ethic, driven and self-motivated team player capable of meeting both individual and company goals.
- A customer service-oriented approach towards each client interaction
- A willingness to learn.
- Previous bakery equipment experience is a plus.
- Previous technical support experience is a plus.
- NetSuite ERP experience is a plus.
- Hands on mechanical and/or electrical experience is a plus.
- Spanish speaking individual is a plus.



ERIKA RECORD

BAKING EQUIPMENT

190 Fairfield Avenue
West Caldwell, New Jersey 07006
Tel.: 973.614.8500 | Fax: 973.614.8503

Benefits:

- Competitive base pay, commiserate to experience.
- Performance based bonuses
- Medical insurance including health, dental, and vision
- 10 Days Paid vacation plus 10 set annual holidays
- 401k retirement plan after 6 months employment

Job Type: Full-time

COVID-19 Considerations:

Everyone who enters the building has a temperature check (including all staff). Masks are required while working close to others or when moving around the building. Visitors are required to complete a COVID questionnaire prior to visit.