

## POSITION DESCRIPTION

Position: *Technical Support Specialist*

Created: *9/1/2022*

### Responsibility Level:

This position is primarily responsible for phone triage as part of the Customer Experience Group. This will involve communication with dealerships and end-user customers for their support needs. This position reports to the Director of Customer Experience.

### Typical Duties:

1. **Telephone / Email:** Monitors and answers incoming phone calls and emails during standard working hours. If a call is missed, returns the call as soon as possible.
2. **Initial Ticketing:** Obtains and documents detailed information about each failure as required by internal standards. Follows established BOS procedures for ticket, service, and replacement part management. Manages the ticket for its entire life cycle, from when it was opened to its closure.
3. **Ticketing Follow-Up:** Reaches out to customers who may need a final touchpoint prior to closing out a ticket. Spends time in Ticket Management System sorting through tickets, running reports on open tickets, and ensuring open tickets have planned action items assigned to them.
4. **Remote Diagnosis:** Works with dealerships, technicians, and end-users to evaluate and diagnose Volta systems, components, and applications remotely. Uses appropriate decision trees to ensure diagnosis follows Volta standards.
5. **Return Merchandise Authorization (RMA):** Initiates an RMA for any nonconforming material found during diagnosis. Collaborates with the Warranty Administration and Quality Departments to appropriately document the RMA in the Ticket Management System.
6. **Travel:** Travels to customer locations and service centers to diagnose and service Volta systems, when necessary. Ensures team is informed of travel plans when out of the office. During travel down-time, answers phone calls and responds to emails.
7. **Testing & Repair:** While traveling or conducting service at Volta, tests system and component functionality according to Volta documentation and standards. Repairs systems and/or replaces parts, as necessary.
8. **Tools:** Maintains inventory of Volta-assigned tools and personal tools. Maintains service spare parts and Volta components repair kits and ensures their use is documented and attributed to a service project appropriately.
9. **Volta Representation:** Acts professionally when traveling and when interacting with customers over the phone and email.
10. Conduct all work activities following company safety policies and procedures.
11. Perform other duties as assigned by Supervisor.

### Position Requirements:

1. 3+ years of customer service experience is required.
2. Bachelor's Degree in Engineering preferred.



3. Proficient in use of Microsoft Suite.

**Working Conditions:**

The position is located in a single shift manufacturing facility. Travel to customer, corporate, and supplier sites may be required.