



Technical Support Representative

Classification: Exempt

Reports to: Sales Solutions Supervisor

About AMACO:

Founded in 1919 by Ted O. Philpott American Art Clay (AMACO) is the first company to commercially manufacture ceramic and non-ceramic clays, lead-free glazes, electric kilns, and potter's wheels. AMACO is a founding member of the Arts and Creative Materials Institute, establishing safety standards for children's art materials in 1936. Today, we continue to manufacture ceramic supplies with the highest quality and safety standards.

AMACO is a third-generation family-owned and operated company with a strong belief that art and creating art fosters well-being for the individual while enriching society as a whole. Making art facilitates tactile learning, encourages self-expression, develops craft skills, and cultivates creativity.

AMACO promotes a culture of continuous improvement and change; and a working environment that embraces innovation at all levels, from the factory floor to the executive offices. Everyone is empowered to improve their role and their collaborative processes and participate in our shared goals of safety, quality, customer care, teamwork, respect, and learning and development.

Job Summary:

Technical and product support position for a seasoned ceramics professional or ceramic equipment technician. This individual will provide technical support, advice, and assistance on the use of AMACO products and brent equipment to AMACO/brent customers and consumers of all skill levels. This is one of a team of technical support representative positions for AMACO. Together, these individuals work closely to address the following job responsibilities.

Responsibilities:

- Interface with customers (internal and external) via phone, email, and Phaseware Tracker software to support all AMACO product lines, including formulated, mechanical, craft, and buy and sell products.
- Utilize Phaseware Tracker documentation system to create, document, and track customer issues and inquiries.
- Accurately research customer questions and respond promptly via phone, email, and Phaseware Tracker.
- Identify, research, and document customer complaints and product issue trends.
- Initiate and maintain communication between departments to research and resolve product issues.
- Document, investigate, and resolve warranty claims on AMACO/Brent equipment.
- Navigate Microsoft NAV ERP system to identify products and equipment parts.

- Enter orders in NAV for parts, equipment repairs, warranty, and customer retention.
- Follow up on orders and provide updates to customers.
- Authorize credit cards for orders.
- Authorize, enter, and follow up on RMAs in NAV and Tracker.
- Conduct hands-on product testing to investigate product issues and further build knowledge of AMACO products.
- Create SOPs and work instructions for the technical support team.
- Participate in and help support Sales team in trade show and event planning and preparation when needed.
- Continuously improve job sharing practices to ensure continuity and efficiency in communicating with customers.
- Assist AMACO Lab as needed with new product testing and review.
- At all times, adhere to company policy and best security practices, emphasizing protecting sensitive customer information.
- Maintain sensitive/proprietary information from being exposed to the general public

Skills:

- Strong understanding of, and willingness to learn about AMACO products and equipment.
- Strong verbal and written communication skills.
- Strong critical thinking, listening and problem-solving skills.
- Ability to create and maintain professional relationships within all levels of the organization (peers, workgroups, customers, supervisors).
- Upbeat and friendly attitude.
- Ability to work closely with team members for job sharing.
- Capable of multi-tasking, highly organized, with excellent time management skills.
- Detail-oriented with excellent follow-up practice.
- Proficient in use of MS Office (Word, Outlook, Excel)

Work Environment:

The primary work environment is an office setting; there is a potential need for work to be performed in the sales / warehouse area.

Physical Demands:

The position requires the employee to sit for long periods. While performing the duties of this job, the employee may be required to stoop, balance, crawl, kneel, and use arms, legs, and back to occasionally lift and move up to 50 lbs. The employee is frequently required to walk, stand, sit, talk and hear, use hands to feel, handle or operate objects, tools, or controls, and use a telephone and computer for extended periods.

Position Type/Expected Hours of Work:

This is a full-time position. Hours of work are Monday through Friday, 40+ hours per week. Occasional evening and weekend work may be required as job duties demand.

Travel:

Limited travel is expected for this position. There could be annual participation in national trade shows.

Education and Experience:

- Bachelors' degree, certification in ceramics, or 5+ years of equivalent experience in ceramics trade, education, or equipment repairs.

EEO Statement:

AMACO is an Equal Opportunity Employer and Prohibits Discrimination and Harassment of Any Kind: AMACO is committed to equal employment opportunity for all employees and providing employees with a work environment free of discrimination and harassment. All employment decisions at AMACO are based on business needs, job requirements, and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the location where we operate. AMACO will not tolerate discrimination or harassment based on any of these characteristics.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee for this job. Duties, obligations, and activities may change with or without notice.