



Customer Service Technician

A Customer Service Technician is primarily responsible for general maintenance, mechanical, hydraulic and electrical diagnostic and repair of fire apparatus in the field. The process itself encompasses the initial analysis, troubleshooting and review of a claim or issue and then, working closely with our customer, dealer, or sales rep, bringing the claim to a final and satisfactory disposition.

Essential Duties and Responsibilities:

- Manage warranty incidents that may arise with HME Ahrens-Fox fire apparatus in the field
- Trouble shoot and problem-solve mechanical, electrical, pneumatic, and hydraulic issues that may arise
- Support the HME Ahrens-Fox sales and service network as required
- Cross functional interaction with production, engineering, quality, sales, and supply chain
- Support for Service Parts Sales & HME Ahrens-Fox service bulletins as required
- Respond to phone calls
- Respond to email inquiries
- Warranty claims processing
- Parts research through Bill of Materials
- Review of part prints and schematics
- Review of parts failure analysis mode
- Enter Line Problem Resolution reports

Qualifications:

- Thorough working knowledge of Class 8 heavy duty trucks and/or fire apparatus
- Prefer 2 – 3 years in customer service or as a technician
- Prefer ASE, EVT or State level truck certifications
- Ability to develop messaging that conforms to English writing standards at the collegiate level

Competencies:

- Intermediate to advanced knowledge of Microsoft Office and Outlook
- Effective problem-solving skills including decision making, time management and prioritization of tasks as assigned
- Ability to communicate effectively in writing and verbally
- Strong interpersonal skills



- Proven ability to handle multiple projects and meet deadlines
- Ability to work effectively in a fast-paced environment
- Ability to conceptualize creative concepts
- Ability to develop planning documents
- Ability to develop creative solutions that solve complex customer needs

Work Area:

- Work will be conducted in an office setting, with frequent movement throughout the facility as needed to complete tasks

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HOW TO APPLY:

If you are interested in applying for this opportunity with HME, Inc., please submit your resume to job@hmetruck.com