



## Job Description

Rev J

Approval Date: 08/12/2021

**Job Title:** After Sales Technician

**SOC:** 41-2022 & 49-2094

**Description:** After Sales Technicians work as part of a team having responsibility for creating and enhancing Customer satisfaction by resolving product and service problems. After Sales Technicians also record and provide an important part of the consumer research that is identified in Deming's Figure 1.

**Classification:** Exempt

**Status:** Full-time salary

**Supervisor:** After Sales Supervisor

**Worksite Address:** XLT Ovens  
7761 West Kellogg Drive  
Wichita, Kansas 67209

**Work Schedule:** Office per Employment Manual  
Regular, Reliable, and Physical On-Site Attendance Required

**Holidays Observed:** Per Employment Manual

**Pay:** Per Wage Scale

**Benefits:** Per Employment Manual

**Travel:** This position requires travel anytime, anywhere, but not limited to exhibit at Trade Shows, investigate and provide solutions for field issues, provide specific training to Customers, and to participate in Product installations and demonstrations.

### Primary Responsibilities:

1. Abide by the Quality Management System.
2. Understand that Customer satisfaction is our first priority, and the importance of compliance to statutory and regulatory requirements.
3. Protect the Company's assets, reputation, goodwill, and stature in the marketplace at all costs.





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Essential Functions: This position will perform the below listed duties consistently, accurately, timely, safely, and at the lowest feasible cost:

### **Essential Functions for All Department Team Members**

1. Maintain the Quality Management System
2. Make it understood by all Team Members that Customer satisfaction is our first priority, and the importance of compliance to statutory and regulatory requirements
3. Protect the Company's assets, reputation, goodwill, and stature in the marketplace at all costs
4. Listen to Customer's queries patiently
5. Maintain composure even if the Customer is rude
6. Determine solutions to problems in a timely manner
7. Suggest improvements to XLT Trouble Shooting Guides
8. Coordinate with other Team Members to find solutions and resolve problems
9. Escalate problems in a timely manner
10. Draft the necessary documents, such as letters and emails, as required by the Customer
11. Provide information to customers
12. Continuously improve the XLT Product Database
13. Create reports from the XLT Product Database as required
14. Provide customer and industry feedback and data to the Marketing Specialist
15. Maintains all After Sales tools and measuring devices
16. Assist R&D with potential projects
17. Perform housekeeping as required
18. Observes safety rules
19. Develop work instructions and job training materials
20. Assist the After Sales Supervisor in identifying unsafe acts and conditions, and then implementing and maintaining a safe working environment
21. Perform any and all other duties as assigned by the President

### **Essential Functions of After Sales Technician-Level 1**

1. Review calls for error and omissions
  - a. Look for vendor information
  - b. Look for replacement parts (SO number)
  - c. Look for PO Numbers
  - d. Look for detailed notes
    - i. Missing information
    - ii. Spelling errors
  - e. Look for location details
    - i. Customer ID
    - ii. Phone number
    - iii. Contact name
  - f. Verify all fields are filled out



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- i. Verify they are changed as the problem is diagnosed
2. Follow up calls daily
  - a. Review every open call
  - b. Contact customer or vendor for follow up
  - c. Capture detailed notes in database
    - i. Using script
    - ii. Using template
3. Office Assistant secondary
  - a. Fill in for lunch and break
  - b. Fill in for vacations
    - i. Assist with binding manuals
    - ii. Assist on day-to-day activities
      1. Email
      2. Forwarding calls
      3. Entering startups
4. Assist with technical calls when needed
  - a. Cover lunches and breaks if needed
  - b. Use basic troubleshooting knowledge
5. Assist with locating service vendors in needed areas
  - a. Speak with and confirm interest in being a vendor
  - b. Talk with them about the Service Training Class
  - c. Send Request for Information
6. Act as tertiary for local service jobs

### **Essential Functions of After Sales Technician-Level 2**

1. Work with customers
  - a. Email
  - b. Telephone
  - c. Face-to-face
2. Solve problems
3. Enter sales orders for service parts
  - a. Warranty
  - b. Parts sales
4. Issue purchase orders for field service
5. Enter quotes
6. Process credit cards
7. Set up new vendors
  - a. RFI
  - b. Insurance
  - c. W-9 (if domestic)
8. Enter calls in database
  - a. Capture detailed notes



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- b. Customer Contact
  - c. Contact Phone Number
  - d. Fill in each field
  - e. Verify address with customer (EVERY CALL)
  - f. Replace part
  - g. Update with vendor and PO
9. Maintain Customers
10. Maintain Vendors
11. Participate in the on-call rotation (one week at a time)
12. Act as tertiary to Office Assistant
  - a. Fill in for lunch and break
  - b. Assist with binding manuals
  - c. Assist on day-to-day activities
13. Act as secondary to local service calls
  - a. Installs
  - b. Start ups
  - c. Warranty
14. Act as secondary for trade shows as needed
15. Act as secondary for MRB
  - a. Process returned parts
  - b. Process credits
  - c. Process warranty parts
16. Assist R&D with potential projects (rotate in and out as needed)
17. Act as tertiary to Service Training Class (if someone being considered for movement to Level 3 in the near future)

### **Essential Functions of After Sales Technician-Level 3**

1. Work with customers
  - a. Email
  - b. Telephone
  - c. Face-to-face
2. Resolve minor customer/vendor complaints
  - a. Minor issues are defined as missing parts, wrong part shipped, damaged parts, or small customer/vendor issues
  - b. Escalate to Supervisor, if needed
3. Solve problems
4. Enter sales orders for service parts
  - a. Warranty
  - b. Parts sales
5. Issue purchase orders for field service
6. Enter quotes
7. Process Credit Cards





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8. Set up new vendors
  - a. RFI
  - b. Insurance
  - c. W-9 (if domestic)
9. Enter calls in database
  - a. Capture detailed notes
  - b. Customer Contact
  - c. Contact Phone Number
  - d. Fill in each field
  - e. Verify address with customer (EVERY CALL)
  - f. Replace part
  - g. Update with vendor and PO
10. Maintain Customers
11. Maintain Vendors
12. Participate in the on-call rotation (one week on at a time)
13. Participate in local service calls
  - a. Installs
  - b. Start ups
  - c. Warranty
14. Participate in trade shows as needed
15. Maintain and process MRB
  - a. Process returned parts
  - b. Process credits (create credit memos)
  - c. Process warranty parts
16. Act as tertiary to Office Assistant
  - a. Fill in for lunch and break
  - b. Assist with binding manuals
  - c. Assist on day-to-day activities
17. Act as primary/secondary for Service Training Class (have multiple trained)
  - a. Conduct training
  - b. Show proficiency in troubleshooting ovens and hoods (all versions)
18. Act as primary/secondary to process international warranty claims (have multiple trained)
  - a. Approve warranty coverage in international markets
  - b. Process distributor credits
  - c. Create sales orders when needed

**Computer Skills:** Basic Computer, E-Mail, and Web skills are required. Most of the documentation and training is done through the use of computers.  
Advanced computer skills required are Microsoft Office

**Licenses Required:** Driver's License  
Forklift Operator's License





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Travel Documents: United States Passport

Experience Required: Requires previous experience in special forces

Knowledge Requirements:

1. Must have knowledge of our Products
2. Must have knowledge of our Customers
3. Must have knowledge of where to place information of our Competitors
4. Must have knowledge of where to place information of our Competitors' Products
5. Must have knowledge of Markets
6. Basic Electrical Systems knowledge
7. Fuels Systems knowledge

Training Required: Per Training Time Table

Education Required: Prefer a Bachelor's Degree in a business curriculum from an accredited college or university, or equivalent experience, and must be knowledgeable of all products and services offered by the Company.

Physical Requirements:

1. Must be able to stand, walk, and use hands for up to 10 hours per day.
2. Must be able to sit at a desk and use a keyboard and mouse for up to 10 hours per day.
3. Must be able to climb, balance, stoop, kneel, crouch, or crawl for 3 hours per day.
4. Must be able to lift 50 pounds.
5. Must have good close vision, distant vision, color vision, peripheral vision, depth percepti  
the ability to adjust focus.

Mental Requirements:

1. Must be able to count, add, subtract, multiply and divide.
2. Must be able to read, speak, and write English.
3. While talking to others, convey information effectively.
4. Must be able to judge distances, shapes, and fits.

Skills Required:

1. Excellent listening skills – give full attention to what other people are saying
2. Strong Problem Solving skills
3. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions
4. Leadership and motivational skills
5. Interpersonal skills





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6. Strong written and verbal communication skills
7. Decision-making and analytical skills
8. Ability to work under pressure individually and as part of a team
9. Able to plan and prioritize his/her own work
10. Must have attention to detail
11. Mechanical aptitude

**Work Environment:** Part time exposure to mechanical moving parts, explosives and combustibles, electrical shock, vibration, and fumes or airborne particles, loud noises, and ultraviolet light. Also part time exposure to a typical office environment.

**Reading Requirements:** XLT Quality Manual  
 Kaizen Revolution  
 Little Big Things  
 How to Win Friends and Influence People  
 Radical Value

*The above statements are intended to describe the essential responsibilities of persons assigned to this role. They are not intended as an exhaustive list of all duties, responsibilities, and requirements.*

XLT commits to sharing a portion of the annual profits with all eligible Team Members, and promises to never institute a lay off.

I \_\_\_\_\_ commit to, and am responsible for, the satisfactory execution of the  
 (Team Member Name)  
 primary responsibilities and essential functions described above.

In addition, I commit to reading, understanding, and applying the techniques, tactics, and procedures as described in The Kaizen Revolution book.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

