

# Position Description



## Service Team Technician – Kansas City, Missouri (at Riverside HQ)

Join and help build [Orange EV](#), a young, fast-growing manufacturer that's become an industry leader, building industrial-strength electric vehicles that are better for the earth, people and the bottom line. Orange EV's T-Series pure-electric terminal truck is the first commercially deployed electric truck of its type, doing the same job as diesels while eliminating the diesel fuel and emissions. As Orange EV grows, early team members will be favorably positioned to grow into higher levels of responsibility.

### Position Summary

We are searching for a technically minded professional with administrative capabilities to join the Service Team supporting Field Service Administration and Technical Assistance. This position reports directly to the National Service Director. The person in this role would assume the functions below in addition to other items as the company and position advances.

#### Field Service Administration

- Manage Service Tracker document including all entries
- Perform Field Inventory Movement entries and periodic inventory counts
- Review Telemetry daily and support system troubleshooting and development
- Process Non-Warranty Parts and Labor sales
- Assist with some data reporting, both internal and direct to customer
- Complete Donor inspection process

#### Field Service Technical Support

- Perform Local Field Service work and some traveling work, approximately 10% travel
- Answer Field Service Technician and Customer Technical questions
- Process and Fulfill Field Parts Requests
- Assist in development of Service Manuals and other related material
- Assist with Field Work Scheduling
- Modify and Build up components for field use

### Position Qualifications

- Knowledge of principles and processes for providing superior customer service
- Analytical approach to problem solving
- Ability to handle many functions at one time and adjust to rapidly changing priorities and schedules
- Ability to set and prioritize goals and achieve them per a schedule
- Ability to execute and follow through on instructions given by supervisor
- Strong written and verbal communications skills, including comfort communicating over the phone
- Proficiency with Microsoft Office (PowerPoint, Excel, Word)
- Bachelors' degree or equivalent experience

### Additional Desired Skills

- Experience with 12 volt and automotive wiring systems
- Knowledge of high voltage AC and DC electricity
- Experience with industrial vehicles and Semi-Tractors
- Knowledge of electronic components, computer hardware and software, and testing equipment
- Experience with Controller Area Networks (CAN)

### **Compensation & Benefits**

- Hourly Salary
- Health insurance allowance
- Paid vacation in line with current HR policies