



Title: Customer Care Technician

Location: Chicago, IL

Employment Type: Full Time

Relocation Covered: No

Department: Service

Reports to: National Service Director

Manages Others: No

Industry: Industrial Vehicles

Job Description

A Customer Care Technician will be responsible for performing Field Service activities for all Orange EV Vehicles. This individual will be able to diagnose, repair, and provide root cause analysis; evaluate Remote Monitoring System data to identify possible performance related concerns as well as to study vehicle utilization; accurately record all Service work and develop pertinent reports; collaborate with customers and third party service providers; provide technical support for sales and marketing efforts; perform field upgrades or retrofits; facilitate tool and parts warehousing. With assistance from the Service Team the Customer Care Technician will plan and execute a complete Service strategy for the Chicago area.

Essential Duties and Responsibilities

- Understand the complete vehicle at a systemic and component level in order to effectively and efficiently diagnose and repair
- Represent Orange EV in the upmost professional manner
- Utilize Remote Monitoring System and the Service Record Keeping System to determine a service plan and prioritize customer needs
- Accurately record all Service activity in the Service Record keeping system
- Communicate with customers and third party service providers to aid in diagnosis or issue escalation and promote the most efficient repair scenario
- Work with site manager and electrician regarding logistics of charging infrastructure location, cost, and timing
- Evaluate conversion vehicle candidates and prepare thorough report on condition
- Support Customer Technicians and Third Party Service Providers with ancillary repairs
- Provide a secure remote location for tools, parts, and other necessary items
- Deliver Operator and Maintenance training in addition to sales and business development support
- Travel as required for initial training and to ensure Service Team goals and customer needs are met

Education: High School Diploma Required, Related Technical Degree preferred

Experience Type: 1 or more years' experience in Automotive or Electrical industries

Required Skills

- 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
- Knowledge of computer word processing systems
- Ability to articulate clearly when writing including composition, spelling and punctuation

Additional Desired Skills

- Extensive 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)