



Title: Customer Care Technician
Location: San Francisco Bay Area
Employment Type: Full Time
Relocation Covered: No

Department: Service
Reports to: National Service Director
Manages Others: No
Industry: Industrial Vehicles

Orange EV builds, sells, and services industrial electric vehicles for some of the most successful companies in the world. They are currently looking for a Customer Care Technician to be based out of the San Francisco Bay or surrounding area with local travel possible. Please see job description below and visit www.OrangeEV.com for additional information.

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 region.

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)