**Full Job Description**

**Technical Service Representative**

Elaut Group USA is seeking a Technical Service Representative to join our team. If you enjoy working in a fast-paced environment, are reliable and committed, this is the position for you! Excellent phone and e-mail communications are a must. We are a busy manufacturing arcade/redemption industry located in Lake Worth Beach. Position is Monday thru Friday, 8:30am to 5:00pm, with possibility of required overtime as needed. Ongoing training is provided for in depth arcade/redemption service and maintenance.

**Reports to:** Director of Quality Assurance

**Job Responsibilities:**

* Data Entry of customer orders for spare parts. Review and understanding of customer needs and requirements into accurate part numbers for orders.
* Answering and replying to customer phone calls and emails in a professional business manner.
* Technical support for redemption style arcade machines including wiring, assembly, and electromechanical issues.
* Assist in other office needs for Customer Service team as needed.

**Job Requirements:**

* High School graduate or higher.
* Experience with customer service in a professional manufacturing, service, or retail environment is required.
* Experience in repairing or manufacturing arcade/redemption machines.

**Minimum Additional Training:**

* None

**Experience:**

* Electrical repair or design.
* Mechanical repair or design.
* Ability to read and interpret mechanical and electrical blueprints.
* Microsoft Office Suite experience or training.
* Previous experience in using an MRP/ERP or other similar order entry system a plus.

**ALL APPLICANTS MUST SUBMIT A RESUME FOR CONSIDERATION**