

## **AUTOMOTIVE SUPPORT TECHNICIAN**

### **HOURLY RATE - \$15 DEPENDING ON EXPERIENCE**

EBC Brakes USA Inc. is a Las Vegas based manufacturing company specializing in aftermarket friction manufacturing of both automotive and motorcycle brakes and related components. EBC Brakes is a world leader in manufacturing brake pads and rotors for 99% of vehicles on the road today along with motorcycle and powersports brakes, rotors, clutches, jets, and brake fluids. Our small but motivated sales team is the best in the industry and we are looking for an **Automotive Technical Advisor** to join our ranks.

### **SUMMARY:**

The Automotive Technical Support candidate will perform the following duties and responsibilities on a day-to-day basis:

- Answers automotive and motorcycle technical support, sales, and general customer service calls in a fast pace office environment
- Answers automotive and motorcycle technical support, sales, and general customer service emails in a professional and timely manner
- Follows up with customers by making outbound calls
- Assist sales department with technical questions and general sales duty
- Provide warranty support and assist the warranty department with replacement orders
- Assist management with automotive and motorcycle sponsorship program
- Effectively communicate with Engineering and Production team in the U.K.
- Travel to trade show across the country as an EBC representative as well as assist in planning, scheduling, and show set up/tear down

### **Minimum Requirements:**

- Must have general knowledge of automotive and motorcycle braking systems
- Ability to multi-task and excel in a fast-paced office environment
- Excellent computer skills a must and knowledge of Microsoft Office and proficiency in Excel preferred
- Possess strong interpersonal and communication skills
- Ability to solve problems quickly and efficiently

If you feel you are a solid candidate for this position we would like to hear from you! Please submit your resume now!

**RATE OF PAY IS \$15.00 hourly based on experience.**