



## **Commercial Services Senior Technician**

**Location: Southern Pines, North Carolina**

At Hamilton Beach Brands, Inc., a leading designer, marketer, and distributor of small household and commercial appliances, our culture is one of hard work, ethical behavior and team work. We roll up our sleeves and work hard to create products that have been pleasing customers for over 100 years. We offer a comprehensive compensation and benefits package; we offer health, dental and vision insurances, along with 401(k), paid vacation, a paid charitable day off to share your talents with the non-profit of your choice, a quarterly subsidy to help cover the costs associated with staying fit, the ability to purchase our products at a discounted cost, employee recognition, team building activities, and a casual dress code just to name a few of the advantages of working for this dynamic company.

We have an immediate opening for a Commercial Services Senior Technician located at our Southern Pines, NC facility. The primary function of this position is to answer technical issues and document incoming phone calls and e-mails from commercial equipment customers. This position will also lead the technical support documentation and training of outside customers and resources. The major objectives of this position are to support the needs of our customers who utilize our equipment in their business operations and to support the growth of our Commercial Division.

### **Responsibilities of the position include:**

- Lead technical contact on high performance installed equipment
- Serve as direct support to Manager, Technical Services
- Assist in product returns evaluation
- Customer Technical Training (at customer sites and at HBB)
- Technical document writing
- Answer telephone calls from customers
- Respond to e-mails from customers

### **Requirements of the position include:**

- A high school diploma or GED plus technical specialty course work or training and 5 years relevant work experience; or technical bachelor's degree from a 4 year college or university
- Ability to read, analyze and interpret mechanical drawings and electrical schematics
- Ability to collect data and establish facts. Ability to work with mathematical concepts, interpret technical instructions and deal with multiple variables
- Ability to balance multiple problems across multiple product categories while demonstrating attention to detail and acute observation skills



- Working knowledge of digital and analog electrical circuits and experience with using digital multi-meters and data acquisition test systems and various lab equipment
- Strong computer skills, especially in Microsoft Windows and the ability to enter data in a computer database
- Excellent verbal and written communication skills, diction and grammar
- Must possess professional/mature attitude, have an exemplary work ethic and an excellent attendance record
- Experience using multiple web browsers and web-based applications
- Must be able to lift up to 40 lbs and walk, sit and stand for extended periods of time

Our employees enjoy working in a tobacco-free and drug-free work environment. Hamilton Beach Brands, Inc. is committed to hiring and retaining a diverse workforce. We are an Equal Opportunity/Affirmative Action Employer, making decisions without regard to race, color, religion, creed, gender, sexual orientation, gender identity, marital status, national origin, age, veteran status, disability, or any other protected class.

If interested, please apply at:

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=d8978a7a-9b10-44e7-adcf-1ee5e34d374a&cclid=19000101\\_000001&jobId=296811&source=CC3&lang=en\\_US](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=d8978a7a-9b10-44e7-adcf-1ee5e34d374a&cclid=19000101_000001&jobId=296811&source=CC3&lang=en_US)

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