



Customer Service Engineer

SuperFlow Dynamometers (Des Moines, Iowa), the leading manufacturer of dynamometers and engineered testing solutions has an immediate opening for a Customer Service Engineer to provide technical support to our customers and our sales force.

The ideal candidate will have a strong electrical and mechanical background and experience with engine or vehicle testing. Our training will provide information on all our product lines and will be provided while working both independently and in a team environment. After training the candidate will:

- Understand and use company products and software.
- Work directly with customers to resolve technical problems over the phone, via email and in person.
- Provide quotes to customers for service and/or parts as needed.
- Provide support to sales staff as they work with customers to resolve problems.
- Provide commissioning and training at customer locations for all of the equipment we manufacture.
- Properly document customer interaction, service visits and expense reports.
- Travel to customer sites both domestic and international to provide service and/or training.

Qualifications:

- Solid understanding of mechanical, electrical and computer systems.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Familiar with electro-mechanical systems and troubleshooting skills related to them.
- Excellent communication (oral and written), interpersonal, organizational and presentation skills.
- Excellent problem solving skills
- Familiar with standard Microsoft applications (Windows, Word, Excel, etc.)
- Ability to effectively present information and respond to questions posed by customers.
- Ability to work independently and efficiently.

This position requires extensive domestic and foreign travel.

For consideration send resume to: hr@superflow.com

EOE/AA

Employment subject to drug test & background check.



1.888.442.5546



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