

## Position Description



### Customer Care Technician (Chicago, IL area)

**Department:** Service

**Reports to:** National Service Director

**Employment Type:** Full Time

**Industry:** Industrial Vehicles

**Relocation Covered:** No

**Manages Others:** No

Join and help build [Orange EV](#), a fast-growing manufacturer that's become an industry leader, building industrial-strength electric vehicles that are better for the earth, people and bottom line. Recognized by the Kansas City Business Journal's Biggest Impact Award, Orange EV has a several year lead for the first commercially available electric truck of its type and class. Orange EV's T-Series pure-electric terminal truck (aka hostler, spotter, yard tractor, etc.) does the same job as diesels while eliminating the diesel fuel and emissions. As Orange EV grows, early team members will be favorably positioned to grow into higher levels of responsibility.

**Orange EV is currently looking for a Customer Care Technician to be based out of Chicago or surrounding area with local travel possible.**

### Position Summary

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

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## 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)

## Applicant Instructions

We appreciate your suggestions or referrals to professionals who may have an interest in this outstanding opportunity. Please direct all inquiries and resumes to: [MattS@orangeev.com](mailto:MattS@orangeev.com)