



Munro is seeking a National Irrigation Support Superhero

Join the irrigation industry's premier and preferred pump manufacturer, based right here in Grand Junction, to use your knowledge about irrigation and pumps to help people across the country.

The right candidate will...

1. Be enthusiastic about creating excellent and consistent customer experiences
2. Be knowledgeable about and interested in pumps and/or irrigation applications
3. Be a problem solver
4. Be a team player
5. Be a growth oriented person who wants to learn and grow every day
6. Adopt and contribute to the ongoing improvement of processes and procedures, for consistency and efficiency

You'll spend your days...

1. Helping people across the country solve problems related to pumping applications
2. Recommending the right products for irrigation pumping applications
3. Collaborating with your team
4. Contributing to improve customer experiences
5. Learning

Munro offers you...

1. An opportunity to utilize your talents to help people across the country
2. Career development and growth opportunities
3. A collaborative, positive team in a casual work environment
4. Competitive compensation and benefits
5. A stable, year-round position in Grand Junction

**POSITION:
TECHNICAL CUSTOMER SUPPORT REPRESENTATIVE**

Reports to: Director of Operations, Munro

Job classification: Full-time, hourly

Description:

Munro Companies, Inc. is a rapidly growing manufacturer, based in Grand Junction, CO. As a manufacturer of centrifugal and submersible pumps, pump stations, grooved fittings, specialty valves, and other pump accessories, we partner with distributors nationwide to sell products for irrigation and other uses. Munro builds innovative, professional-grade products using high-quality components to out-perform and out-last anything else in the market.

The Technical Customer Support Representative is responsible for supporting Munro customers with product troubleshooting, order entry, product recommendations, pump sizing, warrantee support and processing, and ensuring that the customers needs and desires are addressed or communicated to the Munro team. You must be comfortable in a fast paced environment, responding to a wide range of customer questions, utilizing technology and adhering to processes and procedures, and be willing to take ownership of creating excellent customer experiences.

Job duties:

Customer Service Support

- Answer incoming phone calls in a timely, positive and professional manner
- Provide wide range of support requests to Distributors and end customers
- Recommend products based on customer provided input
- Provide tailored customer product solutions
 - Utilizing predefined tools and processes
 - Manage and track request for entire lifecycle.
- Enter product orders and other data entry
- Manage customer relations based on communicated requirements
- Quote Management
 - Generation of quotes
 - Customer follow-up
 - Order Conversion
- Manage product warrantee requests
 - Troubleshooting
 - Ensuring warrantee is entitled per Munro policies
 - Actively track and monitor warrantee/RMA request for entire lifecycle
 - Customer feedback regarding RMA validation
- General call tracking and related data entry

Account Management

- Collaborate and assist with executing promotional programs and sales offerings
- Develop and maintain positive customer relationship to increase sales and overall satisfaction
- Identify and resolve customer challenges within predefined company policies

Additional

- Maintains professional and technical knowledge by attending educational workshops and reviewing professional publications
- Proactively seeks opportunities to engage with and support the team members
- Abide by all company safety and hygiene regulations
- Other duties as assigned

Qualifications:

1. Attention to Detail: Ability to work with precision and identify/solve problems
2. Analytical Skills: Independent/Strong problem-solving ability

3. Speaking and Writing: Strong written and verbal communication skills
4. Must be able to navigate a wide range of computer applications. Including but not limited to:
 - Microsoft Office
 - Google Sheets
 - Order Entry Systems
5. Past experience: At least 5 years with pump and related systems
6. Experience in industrial goods is highly preferred
7. Enthusiastic, high energy, results driven, solid work ethic and ability to interact with team members
8. Ability to navigate call center phone systems

Physical job requirements:

- Stand and/or sit continuously and perform job functions
- Physically occupy workspace 5 days a week, 8 hours per day (with dedicated breaks)

Education level: High School diploma or GED required.

Location: Munro Companies is located in Grand Junction, Colorado.

Travel Required: 0-5%

Compensation: Munro offers a competitive compensation package, commensurate with experience. Please provide salary requirements.

Munro Companies is an Equal Opportunity Employer.

This job posting does not constitute a promise or guarantee of employment.