

METRO

SALES, INC.

We are the largest independent Ricoh dealer in the United States, and a leader in the industry for over 40 years. If you have friends or family looking for a good career, check us out! We are currently looking to fill technical representative positions that provide on-site technical support to our customers.

Learn more at www.Metrosales.com

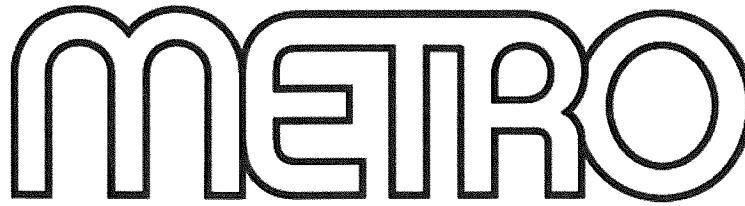
Contact:

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Service Supervisor

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SALES INC.

**Job Description For A
Technical Representative**

Job Title: Technical Representative
Department: Service
Report To: Field Supervisor

Basic Function:

Technical Representative is an entry level position that provides on-site technical support to our customers. Works at the direction of a Field Supervisor to help other technicians as needed.

Metro Sales reserves the right to change, correct, modify, add or delete any section of this Job Description, and to adopt other policies which are not part of this Job Description, at any time.

Characteristic Duties and Responsibilities:

- 1) Provide on-site technical support for all certified products.
- 2) Call all customers prior to going on-site.
- 3) Thoroughly and accurately complete all required paperwork.
- 4) Maintain accurate field parts inventory.
- 5) Work with Field Technicians to improve their technical performance at the direction of the Field Supervisor.
- 6) Must be punctual every assigned work day.
- 7) Have a thorough understanding of Metro Sales, Inc. service policies and procedures.
- 8) Perform other responsibilities and duties as assigned by Supervisor or Manager.

Qualifications:

- 1) High school diploma or equivalent
- 2) Strong interpersonal skills.
- 3) Ability to communicate ideas clearly in oral communications.
- 4) Ability to organize and schedule time effectively.
- 5) Successful completion of all assigned training.
- 6) Must be willing to participate in our After Hours Service Program.
- 7) Successful completion of a background check as defined by Metro Sales policies.

Physical Demands

- 1) Ability to lift and maneuver a minimum of 35 pounds
- 2) Have a valid driver's license and be able to operate a company vehicle.
- 3) Distinguish between color on the color spectrum
- 4) Must comply with dress code policy

Non-Physical Demands

- 1) Be available to work 24 hours a day 7 days a week

Promotional Opportunities

This position is an entry level position and can be held for a period of no longer than five years. This position can lead to a more advanced technology position such as Senior Technical Representative, Field Support Representative or an entry level management position such as Field Service Supervisor.

STEPS TO GET A CANDIDATE INTO METRO SALES FOR INTERVIEW



1. Go to Metrosales.com website > click on careers > click on employment listings > click on all posted jobs.
2. The select proper branch you will be applying for.

Customer Service/Technicians

Technical Representative (28-404)

Richfield, Minnesota, United States

Technical Representative - Rochester (116-404)

Rochester, Minnesota, United States

Technical Representative- Mankato (102-404)

Mankato, Minnesota, United States

Technical Representative- Owatonna (163-404)

Owatonna, Minnesota, United States

3. This will give you a brief job description and then you will need to upload your resume by selecting new resume.

A screenshot of a web application interface. At the top, there is a grey button labeled "Apply". Below it, there are two rectangular buttons stacked vertically. The top button is labeled "New Resume/CV" and the bottom button is labeled "Existing Resume/CV". Both buttons have a light grey background and a thin border.

4. After your resume is uploaded there will be a few other questions to answer. Make sure you enter the name of the Metro Sales employee that referred you.

A screenshot of a questionnaire form. The first question is "How did you hear about us? *". Below it is a dropdown menu with "Employee Referral" selected. The next three questions are "Referrer's First Name *", "Referrer's Last Name *", and "Referrer's Email Address", each followed by a text input field. The form is enclosed in a thin black border.

5. After you upload your resume it will go to the proper service manager according to the zip code.
6. Once the service manager has reviewed your resume they will send you a questionnaire that needs to be filled out and submitted.
7. Once your resume has been submitted and questionnaire is filled out you will be contacted by phone or email to set up an interview time.