



**Position:** Technician/Trainer

**Department:** Engineering and Technical Services

### **Company Overview**

Specialty Products Company (SPC) is a leading designer and manufacturer of wheel alignment parts. Selling more than 1,500 skus to customers on every continent, SPC sets the gold standard in product design, training, and customer service at the WD and installer level. SPC is an ISO/TS16949 certified company. Since 1971, its commitment to quality at every step of the way has made SPC the installer's preferred wheel alignment part brand.

### **Summary of Duties:**

A Technician/Trainer is responsible for customer technical support, product development support to the Engineering dept., and in-house training. A Technician/Trainer reports to the Engineering and Technical Services department manager. Duties include:

- Answer advanced technical calls forwarded from Customer Service
- Install prototype parts on vehicles and evaluate fit/function
- Create and maintain test records/data, photo documentation, etc.
- Obtain test vehicles in support of product development
- Generate technical content for product instructions, FAQs, and marketing information
- Train students in basic and advanced alignment concepts/principals in a classroom environment and/or distributor-supplied environment
- Provide product informational support to Warehouse, Sales, Quality, and Customer Service
- Create and maintain instructional videos
- Research and maintain vehicle/parts application database
- Provide Technical Support and advice regarding warranty parts and claims
- Oversee Company Vehicle maintenance
- Other duties as assigned

### **Required Competencies:**

- **Customer Service:** Communicate with customers via e-mail and telephone, handling difficult problems and/or customers using active listening and personable attitude. Identify customer needs and work to resolve issues in a timely manner.
- **ASE Certification in Suspension & Chassis(A4)**
- **Computer Software:** Proficiency in data entry and computer software related to an office environment (e.g., Microsoft Office Applications, Outlook, CRM, etc.)
- **Technical Reading:** Able to read technical drawings and reports to convey product specifications.
- **Critical Thinking:** Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Highly Detailed:** Able to process all forms of work with high degree of accuracy and detail
- **Communication Skills:** Able to receive and respond to daily work instructions and requests; communicate design, implementation, and testing feedback through verbal and written channels.
- **Time Management:** Able to manage multiple tasks and work autonomously
- **Physical Strength:** Able to lift up to 50lbs repetitively, stand, and undergo continuous bending for periods up to 8hrs/day.
- **Withstand Shop Working Environments:** Able to work near moderate noises, occasionally be exposed to fumes, chemicals, and the risk of electrical shock, heat, and vibrations typical to a shop environment.

### **Preferred Competencies** (*Background in these competencies valued but not required*)

- **Alignment-Specific Experience:** Prior work as alignment tech/service writer installing and selling alignment parts.
- **Master Certification**
- **Enthusiast Market Familiarity:** First-hand participation in automotive enthusiast activities. (e.g., racing, 4x4/off-road, drift competition, classic restoration, overlanding)
- **Training Experience:** Prior experience training others in a shop or classroom environment
- **Product Management:** Ability to track and manage issues across multiple departments
- **Active Learning:** Stay current on automotive related technology, processes, new vehicle models, advances in materials, tools and manufacturing methods, etc., and understand the current and future implications of the new information.
- **Fabrication and Machining Experience:** Hands-on experience welding, machining, metal-forming, and/or use of common hand power tools such as grinders, sanders, drills, saws, etc.

**I am able to perform the essential duties of this position with or without a reasonable accommodation:**

If an accommodation is needed please indicate here:

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Revision: December 2, 2022