

We Are Hiring!



Columbus • Boston • Jacksonville • Greensboro • Memphis

OUTDOOR POWER EQUIPMENT TECHNICAL & TRAINING SUPPORT

GARDNER, INC. IS THE INDUSTRY LEADER IN PARTS DISTRIBUTION & CHANNEL MANAGEMENT PROVIDING SOLUTIONS THAT DRIVE GROWTH AND PROFITABILITY FOR CLIENTS AND BUSINESS PARTNERS.

Gardner, Inc. has been serving clients across the country for over 75 years as one of the largest family-owned and operated Outdoor Power Equipment and Commercial Parts Distributors in the nation. Gardner facilities are strategically located in; Ohio, Florida, Massachusetts, North Carolina and Tennessee. Totalling over 900,000 square feet; the warehouses contain over 165,000 active SKUs and are capable of processing over 6,000 orders per shift.

This position is responsible for providing technical support to associates, customers and dealers. The Tech must be able to answer questions and diagnose problems with outdoor power equipment, lawn and garden equipment and other mechanical devices. The Tech will be responsible for helping leadership develop and maintain SOP's. The Tech will present and discuss the products and services of the company in a way that conveys an image of quality & integrity, with a focus on the importance of our customer.

RESPONSIBILITIES INCLUDE (not limited to):

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to resolve issues by using problem solving techniques to analyze symptom to determine the root cause of problems and present a viable solution.
- Makes use of available technology (Use illustrated parts lists, manuals and procedures to troubleshoot equipment and lookup parts over the phone) and tools in seeking and implementing solutions.
- Ability to diagnose electrical and mechanical issues with all types of 2 and 4 cycle outdoor power equipment. Experience with Battery and or Electric powered equipment is a plus.
- Represent the company at manufacturer training sessions and service schools, as required.
- Provides a high level of Technical and warranty support to both our customer and staff members alike and collaborates with staff in all departments.
- Maintains a continuous focus on Staff development and required areas of improvement internally and supports administrative tasks within the team.
- Regularly analyzes training needs amongst staff and/or customer to define the most productive approach to provide them the training and tools required.
- Assist in developing presentations as needed for internal and external training.
- Assist in maintaining training center classroom and workshop facilities.
- Perform training presentations as directed by the Customer Service, Technical Service, or Education Managers.
- Assist in creating curriculum, support materials, locations, dates to suit our educational needs and responsibilities.
- Relies on extensive experience and judgement to plan and accomplish organizational goals.
- Good interpersonal skills are central qualities, including a positive attitude, team building and professionalism.
- Familiar with company practices and procedures.
- Presents oneself in a professional manner, whether on/off site in a way that is consistent with that of Gardner and our Vendor Partners expectations.

COMPETENCIES

- Mechanical aptitude required.
- Strong attention to detail.
- Customer service skills.
- Strong written and oral communication skills.
- Basic computer skills.
- Analytical / problem solving skills.
- Bi-Lingual (Spanish preferred) is a plus.

SUPERVISORY RESPONSIBILITY

This position has no supervisory responsibility.

PHYSICAL DEMANDS

Sitting for long periods of time. This position requires the ability to occasionally lift office products, outdoor power equipment and supplies, up to 20 pounds.

TRAVEL

Approximate 25% - to attend manufacturer training seminars and to perform training and/or presentations.

EDUCATION AND EXPERIENCE

- High School Diploma or equivalent required.
- Previous mechanical or parts counter experience preferred. (Working knowledge of Briggs, Honda, Kawasaki, and Kohler engines and specialty equipment i.e. mowers, trimmers, chainsaws, snowblowers, generators, power washers, etc.).
- New hire training and familiarity with servicing dealers experience preferred.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

For More Information About Becoming
Part Of The Gardner Team:

HumanResources@Gardnerinc.com



www.gardnerinc.com

The Supplier Of Choice