

October 27, 2011

**PRODUCT SUPPORT SPECIALIST**

Under the direction of the Customer Relations Manager, this person communicates with customers and potential customers regarding product support and services. They will use substantial judgment to solve problems.

**MAJOR DUTIES AND RESPONSIBILITIES:**

1. Give product support for APH products, with emphasis on APH Electronic products and APH Software products. Training will be provided on APH electronic products and software in order to provide product support to customers.
2. Communicate with customers by telephone, email, and correspondence about products available to the blind and visually impaired. Provide resource information. May also take orders over the phone.
3. Using APH Syspro computer system, answer customer inquires about order status and pricing/inventory status of products, and resolve problems with orders.
4. May assist with the sale of products to walk-in customers, and possibly travel and serve as exhibitor of products at consumer conventions.
5. Check various devices when returned to APH for repairs, determine whether device needs to be sent to manufacturer or if the software can be reinstalled and reset. Perform quality control checks before returning to customers.
6. Other duties as assigned.

**EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS:**

1. Associate Degree or up to 3 years of college or technical school, preferably in the field of Assistive Technology required. Will consider substituting experience.
2. One to two years experience in Customer Relations/Customer Service field required. Background experience in working with blind and visually impaired helpful.
3. Excellent written and verbal communication skills required.
4. Working knowledge of accessible technology relevant in the field of blindness and visual impairment strongly desired.
5. Knowledge of APH products helpful.
6. Working knowledge of Microsoft Office
7. Must be an organized analytical thinker with problem solving ability and sound judgment.
8. Must develop working knowledge of Syspro computer system using basic query functions of the Order Entry, Accounts Receivable, and Inventory modules.

**COMPENSATION:**

**Pay Grade:** 5 **Minimum:** $15.09 **Midpoint:** $18.53

**To apply:** Submit resume & cover letter to Human Resources Department, American Printing House f/t Blind, 1839 Frankfort Ave. Louisville, KY 40206 or email to hrassistant@aph.org

**Deadline to apply: November 11, 2011**

**APH IS A DRUG FREE WORKPLACE. An offer of employment is**

**conditioned upon successfully passing a drug screening test.**

We encourage all qualified persons to apply regardless of race, color, ethnicity, national origin, religion, sex, sexual orientation, gender identity, age, place of birth, or disability, as defined by applicable law. **EEO/AA Employer.**

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