



## **Product Support Representative**

**Department:** Product Support

**Reports to:** Product Support Manager

### **Qualifications:**

We are looking for an experienced professional with the following background:

- 2-year degree or 2-3 years of elevator manufacturing experience
- Previous customer service experience
- Strong analytical skills, good mechanical aptitude and above average computer skills
- Strong attention to detail and excellent organizational skills
- Exceptional written and verbal communication skills
- An outgoing personality and the ability to deal effectively with a wide range of personalities
- A commitment to professionalism and the highest standards of customer service

### **Description/Responsibilities:**

This position is responsible for the following:

- Providing superior technical and analytical customer support
- Handle custom and off the shelf elevator part sales
- Find opportunities to add customers and increase part sales
- Regularly engage with MEI departments to provide client feedback and identify opportunities to further improve the product, processes, and customer experience
- Look for ways we can continue to improve upon the support and feedback process

### **Additional Information:**

We offer a competitive salary and benefits package including health, dental and vision insurance, disability insurance, life insurance, 401K, vacation days and the use of an onsite fitness facility. If you would like an excellent job opportunity with a solid and flexible organization; please submit your resume today.

Please send resume, salary requirements and the MEI Application to MEI Human Resources.

MEI- Total Elevator Solutions  
19336 607<sup>th</sup> Avenue  
Mankato, MN 56001

MEI Application:  
Call: 507-245-3060 to receive the application

**Or**

*“Working Together to be the Best.”*

[www.meielevatorsolutions.com](http://www.meielevatorsolutions.com)

Download the MEI Application via the Career Opportunities webpage

### **About MEI:**

Founded in 1971, MEI is located in Mankato, MN and employs approximately 280 employees throughout Minnesota, Wisconsin, Kansas City, Denver, Philadelphia, and Detroit. MEI specializes in manufacturing, installation, repair, modernization and servicing of various types of elevators. Equipment manufactured by MEI is found in every U.S. state as well as several foreign countries. In addition, MEI installs, modernizes and services equipment within a seven-state area of Minnesota, Wisconsin, North Dakota, South Dakota, Iowa, Kansas and Missouri. We have offices and manufacturing plants are located throughout Minnesota, Wisconsin, Kansas, Illinois and Pennsylvania. MEI is licensed, insured and bonded elevator contractor and a member of the National Association of Elevator Contractors. Our equipment meets the requirements of the ASME A17.1 code / CSA B44. MEI is an EEO/AA Employer.

*“Working Together to be the Best.”*

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