



## **TECHNICAL SERVICES REPRESENTATIVE**

**Location:** Jasper, GA

### **Purpose**

To receive drawing requests and produce technically correct drawings per customer requirements within Royston engineering and manufacturing capabilities. This role will work across departments supporting engineering, manufacturing, sales, etc.

### **Key Responsibilities (but not limited to):**

- Prompt and accurate processing of customer requests for custom and modified standard products.
- Maintain inside communication channels between customers, account managers, customer service representatives, engineering and manufacturing.
- Coordination of customer requests for interior layout and design by reproducing technically correct drawings per customer requirements within the engineering and manufacturing capabilities of Royston.
- Support the efforts of the account managers to promote the Royston product line to all potential customers. Review initial data with Account Operation Manager to define design criteria and intended marketing approach.
- Support the Account Operation Managers and Customer Service Reps in the preparation of quotes.
- Support the needs of customers in relating to Royston product line information to licensing, permitting and health department officials in state, county and city agencies.

### **Knowledge & Skills**

- Experience with Autodesk Revit and Revit Family Creation and Modification
- Experience with AutoCAD Architecture (ACA)
- 2 or 4 year Degree in an Engineering or related field preferred
- Experience in build-to-order, high complexity manufacturing environment a plus
- Proficiency in MS Office products
- Communication Skills - both technical and non-technical
- Ability to work within a team environment
- Innovative problem solving

**Equal Opportunity Employer M/F/Disability/Vets**

<http://roystonllc.com/careers>