



## Phone Service Tech

### **Position Overview:**

Equalizer Systems, a division of Days Corporation, has an opening for a Phone Service Tech. This position is responsible for the daily incoming troubleshooting and parts identification calls from OEM's, Dealers and Retail customers. This position is an entry-level or front-line role and is frequently the caller's first contact with service.

### **Duties & Responsibilities:**

- Technical support to provide general troubleshooting of our system
- Technical support in identifying parts for purchase
- Support in giving part cost for Dealers and Retail customers
- Other duties as assigned.

### **Position Requirements:**

- High School/GED or equivalent relevant experience
- 1-2 years of recent experience in technical support or customer service preferred but not required
- Excellent written and verbal communications skills.
- Ability to problem solve

### **Physical/Mental Requirements Needed to Perform the Essential Functions of the Position:**

Normal standing, bending, walking, and lifting in an office environment. Must be able to sit and work at a desk for several hours per day.

### **Benefits Include:**

Full time, 1st shift

Medical, prescription, dental, vision coverage

Health Savings Account with employer contribution

Short and Long-Term Disability insurance, employer paid Life insurance, employer paid 401(k) with employer match

Vacation and Personal time package

Performance based bonus opportunity

**Please apply at:** <https://dayscorp.com/employment-opportunities/>

**Or you may fill out an application at our corporate office located at:**

Days Corporation, 3112 Lexington Park Drive. Elkhart, IN 46514

**Location for position:** 55169 CR 3 North ♦ Elkhart, IN 46514

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Phone: (574) 264-3437 ♦ Fax: (574) 231-7131 ♦ [equalizersystems.com](http://equalizersystems.com)