



Engineered to order. Built to last.

RMA Technical Supervisor

Since 1905, G&W Electric has helped power the world with innovative power systems solutions and products. With the introduction of the first disconnectable cable terminating device in the early 1900s, G&W began to build a reputation for engineering creative solutions to meet the needs of systems designers. Solutions which today have extended far beyond cable accessory products and into the latest in solid dielectric and SF6 insulated switchgear, solid dielectric insulated reclosers, system protection equipment, distribution automation solutions, and distribution and transmission cable accessories. Located in Bolingbrook, Illinois, USA, the plant covers over 371,000 square feet and represents a showplace of modern engineering, manufacturing and marketing technology.

Why join us? G&W enjoys a long reputation for product quality, innovation and world-class customer service to the power industry. We have established this reputation by believing that our greatest asset is our employees. We owe our success to the initiative and talents of highly skilled individuals within our team-based organization. Our goal is to set the standard for customer satisfaction by ensuring a superior level of service, performance and innovation. As a global organization and industry leader, we are committed to cultivating an engaging work environment that embraces our core values and develops our talent. Our continuous focus on growth and innovation means that you become part of a company that provides challenging opportunities, rewards excellence and combines your individual expertise to achieve a higher level of shared success.

SUMMARY OF RESPONSIBILITIES:

Oversee the day-to-day activities of the RMA team; including, but not limited to, conducting technical evaluations of G&W product and generating reports, planning the resources and prioritizing the work to be completed, training and developing the direct reports, inputting data into JDE, compiling weekly and monthly productivity reporting, and identifying and implementing continuous improvement activities.

ESSENTIAL DAY-TO-DAY FUNCTIONS:

- Plan and schedule the RMA team resources based on priorities.
- Perform root cause analysis on returned G&W hardware.
- Provide timely written, customer-facing, technical reports.
- Identify and communicate potential design, manufacturing, and process improvements to eliminate systemic issues in the support of continuous improvement. Initiate customer improvement initiatives (CII's), as required.
- Lead the weekly RMA report meeting to ensure issues are properly communicated to the rest of the organization.
- Maintain strong support for and interact with outside sale representatives, customers, and end users by providing technical and product support for G&W products and services.
- Work with cross functional teams at all levels of the G&W organization to resolve complex issues related to the design and application of G&W products.
- Coordinate repair of damaged product with manufacturing, planning, applications engineering, and quality.
- Backup and assist the technical support team by answering G&W technical support calls and responding to technical support emails, as required.
- Assist AE's with technical questions. Confer with engineering and/or vendors when necessary.
- Work with customer service and RMA personnel to facilitate RMA evaluation and repair quotes.
- Accurately process all required paperwork and other reporting functions.
- Supervise direct reports and evaluate their performance against their job requirements and performance goals. Identify and participate in any necessary training and on-boarding.
- Domestic and international field service as required, up to 5% travel.
- Facilitate weekly RMA team safety discussions.
- Identify tooling and equipment requirements and initiate purchase requisitions to procure.

QUALIFICATIONS / EDUCATION

- Bachelor's Degree in Mechanical or Electrical Engineering or other related discipline. Five years experience in a troubleshooting role and at least three years of experience managing direct reports.

G&W offers a competitive salary commensurate with the candidate's level of experience, as well as an excellent benefits program including medical, dental, short term/long term disability, life insurance, and a 401(K) retirement plan.

To apply please send your resume to careers@gwelec.com
EEO M/F/Vet/Disability