

Job Title: Inside Product Support Technician
Location: Salisbury, NC
Department: Product Support
Reports To: Product Support Manager
Employment Type: Full-Time

Join a Legacy of Innovation & Customer Commitment

Power Curbers Companies, LLC is the industry leader in slipform and concrete paving equipment, proudly family-owned and headquartered in Salisbury, NC, since 1953. For over 70 years, we've built a reputation for unmatched quality, customer support, and innovation. We are seeking an inside product support technician, responsible for providing legendary customer support to users of slipform curbing equipment. Primary telephone support to maintain customer uptime. This job entails all aspects of technical, service parts, and administrative service-related duties to support the customers.

To Apply: Please submit your resume and cover letter to jobs@powercurbers.com

What You'll Do

- Provide technical support to end users and dealers.
- Assist with customer application issues.
- Provide parts-related assistance to customers.
- Ensure customer satisfaction using all available resources to ensure brand loyalty.
- Assist with Power Curbers Academy customer training, including material preparation.
- Prepare technical bulletins to share engineering change information.
- Product support team administration (scheduling, inventory control, reporting).
- Liaison with other departments to promote continuous improvement.

What You Bring

- Excellent communication skills to be able to converse with customers and employees in person, via phone and email.
- Must be able to read, write and speak English fluently.
- Must have hands-on electronic/electrical, hydraulic, and mechanical experience to advise customers how to perform onsite repairs.
- A "how can we do this?" attitude.
- Ability to remain tactful in challenging and argumentative situations.
- Good knowledge of Microsoft Programs, (i.e. Excel, Word, Power Point and Outlook)
- Can multitask and follow up through problem resolution.
- Occasional travel and be flexible with working hours.
- Ability to read and understand blueprints, technical manuals, parts manuals, etc.
- Valid Driver's license with a clean driving record.

- Spanish language skills are a plus.
 - Knowledge of Slipform Paving machines and concrete applications, road construction experience, familiarity with GPS/3D modeling technology preferred.
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Why Power Curbers?

At Power Curbers, we believe our people make the difference. We offer a collaborative, family-oriented work environment where creativity, initiative, and a passion for excellence are encouraged and rewarded. Our commitment to continuous improvement extends to our team—through growth opportunities, a culture of support, and meaningful work that impacts customers around the world.

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Our Commitment to Diversity

Power Curbers Companies, LLC is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applicants of all backgrounds, identities, and experiences.

The Power Curbers Way

People. Our Associates are the key to our success. Beginning with a selective hiring process and thorough training program, we put our people in a position to make a difference for the company and its customers. We create an atmosphere of a family environment, with safe working conditions and career advancement opportunities for all.

Customer Experience. Without our customers we do not exist. We strive to spoil them with outstanding product and parts support, technical expertise, and professional training. Exhibiting integrity in everything we do and demonstrating an unmatched desire to please customers drives every interaction. Since 1953, we demonstrate daily that “Our Commitment Shows.”

Products. We seek to provide the industry with innovative, high quality, simple-to-operate machinery.

Outstanding Processes. In all areas of the company, we are committed to Lean practices. We seek to continuously improve in all business processes, knowing that we never arrive.