



# Regional Product Support Manager – Texas & Oklahoma Region

**Location:** Texas / Oklahoma Region

**Department:** Product Support

**Reports To:** Director of Product Support & Service

**Position Type:** Full-Time

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## About LGMG North America

LGMG NA is a leading provider of Aerial Work Platforms (AWP) and Telehandlers across North America. We are dedicated to delivering exceptional customer support, reliable equipment performance, and a service experience that exceeds industry standards.

We are seeking an experienced and customer-focused **Regional Product Support Manager** to support our customers throughout the Texas and Oklahoma region.

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## Position Summary

The Regional Product Support Manager is responsible for delivering high-quality technical and product support to customers within the assigned region. This role includes field support, troubleshooting, training, and serving as a liaison between customers and the internal support, engineering, and sales teams. The ideal candidate has strong mechanical and electrical troubleshooting skills, excellent communication abilities, and a passion for customer service.

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## Key Responsibilities

### 1. Customer Support

- Provide technical assistance to customers via phone, email, and onsite visits.
- Diagnose and resolve equipment issues effectively and efficiently.
- Document service activities, customer interactions, and findings accurately.



## 2. Technical Expertise

- Maintain a strong working knowledge of LGMG AWP and Telehandler products.
- Stay current with product updates, service bulletins, and industry standards.
- Assist with the creation and improvement of technical documentation and service procedures.

## 3. Training & Education

- Conduct operator, technician, and dealer training sessions.
- Develop and update training materials as products evolve.
- Provide guidance to customers on proper product use, maintenance, and best practices.

## 4. Cross-Functional Collaboration

- Partner with Product Support leadership and other team members to evaluate field issues and customer feedback.
- Work closely with Sales, Engineering, and Product Development teams to communicate recurring issues and recommend improvements.
- Participate in internal meetings and share insights to drive continuous improvement.

## 5. Continuous Improvement

- Identify opportunities to streamline service processes and enhance the customer experience.
- Track and analyze product performance trends in the region.
- Contribute to long-term support strategies and improvement initiatives.

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## Qualifications

- Bachelor's degree in a related field (preferred).



- 3+ years of experience in product support, field service, or technical troubleshooting.
- Strong mechanical, electrical, and hydraulic systems knowledge.
- Excellent communication, organization, and customer-facing skills.
- Ability to diagnose issues logically and work independently in the field.
- Proficiency with service documentation tools and computer-based diagnostic platforms.
- Must be willing to travel **at least 75%** throughout the region.

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## Working Conditions

- Frequent travel to customer locations, including job sites, branches, and service facilities.
- Work may involve exposure to outdoor or industrial environments.
- Ability to manage stressful situations professionally and effectively.

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## Compensation & Benefits

- Competitive salary based on experience.
- Comprehensive benefits package including medical, dental, vision, retirement plan, and paid time off.
- Professional development and advancement opportunities within a growing organization.

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## Equal Opportunity Employer

LGMG NA is an equal opportunity employer. We value diversity and are committed to creating an inclusive environment for all employees.