



Job Title: Technical Support Specialist (Full time M-F) \$19.00/hourly

JOB DESCRIPTION

Technical Support Specialist

Summary: The Technical Support Specialist (**Plumbing**) will report directly to the Technical Support Supervisor. This position will be responsible for the inside and outside service support to our customers. This individual must have the ability to respond to high volume customer telephone requests for technical assistance while maintaining a positive attitude under pressure.

Monday – Friday
8:00 AM – 5:00 PM
\$19.00/ Hourly

Supervisory Responsibilities:

None

Duties/Responsibilities: The following is a brief description of some of the duties and responsibilities (not limited to the following):

- Ability to handle a high volume of customer telephone requests for technical assistance.
- Have a working knowledge of technical product specifications and water heater fundamentals and be able to communicate this information to customers via phone or email.
- Provide verbal and written technical assistance to customers having product service, installation, repair, and general product questions.
- Exhibit a basic level of diplomacy in stressful situations while being adaptable to changes and creating goodwill with internal and external candidates.
- Ability to maintain accurate records.
- Explain and interpret warranties to customers as they apply to products.
- Ability to navigate to job sites during field evaluations.
- Utilize system tools to determine water heater cross references, sizes and types as requested by callers.
- Provides training to associates on HTP Comfort Solutions products when required.
- Ability to work flexible hours when required.
- Other duties as assigned.



Technical Expertise: The following is a brief description of the technical skills and experience required.

- Customer service-related experience in a call center providing technical support.
- Must have good mechanical troubleshooting skills.
- Ability to use and understand HVAC and combustion test equipment.
- Must have basic computer skills working with MS Office - Excel, Word, and PowerPoint.
- Experience with Salesforce.com a plus.
- Excellent interpersonal, verbal, and written communication skills.
- Attention to detail and good organizational skills.
- Ability to work independently on projects with minimal supervision.
- This job description in no way implies that these are the only duties to be performed.

Required Skills/Abilities:

- Great interpersonal and communication skills
- Proactivity and the ability to work independently with minimal supervision
- Knowledge of health and safety standards and the ability to handle cleaning chemicals safely
- Excellent time management skills, ability to multitask and maintain schedule while responding to incidents
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Great interpersonal and communication skills

Education and Experience:

- High School education, or equivalent
- Computer skills are essential.
- Ability to read, write and speak English
- Ability to apply basic mathematical concepts.

Physical Requirements:

- Ability to stand, walk and sit.
- Ability to reach and use arms, hands, and fingers.
- Ability to lift up-to 25 lbs.
- Ability to wear safety glasses and other job related personal protective equipment (PPE) as required.
- Steel toed safety shoes are required.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.