



One of our clients in New Bedford is has an excellent opportunity for a **Technical Support Specialist**. This position will be responsible for inside and outside service support to our customers. You must have the ability to respond to high volume customer telephone requests for technical assistance and make technical support field service calls, while maintaining a professional attitude under pressure. Knowledge of Plumbing and HVAC equipment a plus!

This position is Monday through Friday from 8:00am to 5:00pm

Pay Rate: \$18.00 to \$19.00 per hour

Job Duties and Responsibilities:

- Ability to handle high volume of customer telephone requests for technical assistance
- Having a working knowledge of technical product specifications and water heating and hydronics 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 difficult situations while being adaptable to changes and creating goodwill with internal and external customers
- Capture and maintain accurate records of technical support calls and site visit trouble shooting and diagnosis in CRM system
- Explain and interpret warranties to customers as they apply to products
- Utilize system tools to determine water heater cross references, sizes and types as requested by callers
- Perform product/service related training seminars to representatives, plumbers and contractors as required
- Visit customers to provide on-site troubleshooting of products or installation problems
- Ability to work flexible hours when required

Job Qualifications:

- High School Diploma or GED
- Ability to communicate and interact effectively in all situations
- Have a valid drivers license
- Ability to travel up to 20%
- Minimum 3 years technical support experience supporting water heating or hydronic heating equipment

Pay Rate: \$18.00 to \$19.00 per hour

Please call (774) 501-1692 if interested!

Our location:

Express Employment Professionals

705 Myles Standish Blvd

Taunton, MA 02780

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