

Position: Technical Support Representative
Reports To: Customer Service Manager
Pay Range: \$20-\$26

Company Overview:

For more than 37 years, Aqua-Hot Heating Systems, LLC. has been one of the most recognized and trusted brands in the recreational vehicle (RV) industry. We offer premium products that provide RV owners with exceptional comfort while saving fuel, reducing emissions, and adding real value.

Owners of high-end RVs demand Aqua-Hot hydronic heating systems. Original equipment manufacturers in the US and around the world choose Aqua-Hot products to meet this demand.

The ideal candidate will be a quick learner with strong communication skills. This role plays a fundamental role in achieving our ambitious customer acquisition and revenue growth objectives because it is at the front line with our customers, so it is essential that this person be personable and professional.

Key Responsibilities:

- Perform in-depth troubleshooting with various customers including dealers and manufactures
- Create and maintain cases in the CRM database
- Ability to work in a fast-paced environment that rapidly changes
- Process product orders
- Handle warranty and return requests
- Respond to customer requests via Phone and Email
- You should be someone who enjoys toggling through multiple screens, having a full "to-do" list, enjoys constant contact and talking to many different people each day
- Be exceptional at diffusing tough situations by using various communications methods/strategies depending on the audience and escalating when necessary
- Demonstrate insight and good judgment in knowing when and how to seek help
- Self-confident with a can-do attitude and keen interest in taking on and surpassing challenges

Skills and Experience (Required):

- 2 years phone customer service experience
- Proficient in Microsoft Office products, Excel, Outlook, Word, PowerPoint, etc.
- Proficient in using CRM tools
- Excellent written and verbal communication skills are required, especially patience and active listening, with the ability to exercise tact so as not to offend or upset customers

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- Outstanding time management and work prioritization
- Excellent analytical and problem-solving skills with stringent attention to detail

If you are an enthusiastic team player who enjoys a fast paced, friendly atmosphere where individuals are acknowledged for their success and provided with opportunities for growth, we want to hear from you!

We offer competitive wages, growth opportunities and a comprehensive benefits package.

Benefits:

- 401(k)
- Dental insurance
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Tuition reimbursement
- Vision insurance

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