

Position: Tier 3 Technical Support/Technical Trainer
Reports To: Customer Service Manager
Pay Range: \$62,000 - \$82,000

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:

- Create and maintain a database of training materials; work with Engineering and the Technical Service team for key details, and ensure materials are kept up to date.
- Designing, delivering, and evaluating trainings (in person, virtual, modular)
- First point of contact for escalations for the Customer Service team.
- Next level support for the Tier 2 Technicians before going to Engineering.
- Maintains and oversees the ASC training certification program, records, and acts in the capacity of administrator for training.
- Prepares training materials including text, handouts, and PowerPoint presentations
- Train the Technical support team on Aqua-Hot products and create processes based on the training.
- Act as a subject matter expert in the creation of a variety of technical enablement content designed to educate and enable partners and customers.
- Train Authorized Service Centers in becoming certified Aqua-Hot technicians
- Assist with 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
- 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
- Demonstrate insight and good judgment in knowing when and how to seek help

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- Self-confident with a can-do attitude and keen interest in taking on and surpassing challenges

Skills and Experience (Required):

- Minimum of two (2) years of relevant, work-related experience in technical training with proven expertise.
- Experience conducting classroom/online training for technical products and services.
- Ability to use standard test equipment
- Proficient in Microsoft Office products, Excel, Outlook, Word, PowerPoint, etc.
- Proficient in using CRM tools
- Experience in designing technical course content
- Ability to address training needs with complete courses
- Must be able to work in a fast paced, highly dynamic, collaborative, and flexible environment.
- Travelling (up to 20% at times) to customer locations, trade shows and events
- Excellent written and verbal communication skills are required
- 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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