



Technical Support Representative

Quality, Delivery, Partnership, Innovation, Price – these are the key factors of success that have guided Coast Spas to become the leading manufacturer and innovative leader in premium quality hot tubs. As Coast continues to grow, continuing to attract and retain great people is the most important factor in the ongoing success of the business.

Coast Spas has an immediate opening for a **Technical Support Representative** in the *Technical Support & Warranty Department*. As a Technical Support Representative you will be part of a small team tasked with supporting our global dealer network's troubleshooting concerns. We operate a service ticket based system with the level of support ranging from basic reference questions regarding specifications and diagrams to advanced troubleshooting of a malfunctioning spa operating in the field based on error codes and symptoms.

Key Responsibilities:

- Provide service and support to dealer personnel, customers and service technicians
- Troubleshoot a variety of technical and non-technical issues
- Monitor the service queue and respond to service tickets in a timely manner; our goal is the same business day for standard dealer requests and 15 minutes for urgent requests
- Track the progress of each ticket, maintain a cycle of proactive communication and ensure all inquiries are answered to the satisfaction of the customer
- Follow up and make scheduled call backs to customers as required
- Field basic technical support inquiries over the phone and by email
- Monitor and reply to customers regarding inquiries about the web site
- Maintain, update and distribute dealers Electronic Parts Catalogues
- Maintain, update and publish wiki articles within Technical Support's knowledgebase
- Other duties as required

Technical Skills Required:

- General contracting skills; plumbing, mechanical, electrical, wood repair, etc
- Basic plumbing knowledge; how to identify a leak and then repair it
- Basic electrical knowledge; know the difference between volts and amps, able to read an electrical schematic/wiring layout, and how to wire electrical connectors into a control pack or from a breaker
- Basic mechanical knowledge; how to replace a pump motor and a spa controller pack
- Basic wood working knowledge; how to replace wood panels on a spa and perform paint/stain touch-ups on wood panelling

Qualifications & Experience

- 3 + years of experience in a busy customer service oriented environment
- Excellent verbal and written communication skills
- Must be highly organized with the ability to perform in a fast-paced environment
- Excellent customer service skills with a professional, proactive and positive attitude
- Strong trouble shooting and problem solving skills
- Proficiency with MS Office; strong skills in Excel, experience with an ERP (Syspro) is an asset
- Ability to work as part of a team, be flexible and adaptable to change

At Coast Spas, we seek great people to continually strengthen our culture; we believe great people model our values. Coast Spas has a great working environment; we embrace all cultures, backgrounds and beliefs and unite together as a team to reach our goals.

To Apply:

If this opportunity sounds like you, and you're up to the challenges provided in a fast-paced environment, email your resume to: HR@coastspas.com

We thank all applicants for their interest and effort in applying for this position; however only those shortlisted will be contacted