

Job Title: Residential & Light Commercial Product Technical Advisor – BC & Yukon

Position Summary:

As the Residential & Light Commercial Product Technical Advisor - BC & Yukon you perform a variety of functions to provide timely and effective technical services, support, and training for assigned product lines to support business activities and customer requirements. Based in the BC Sales Office the candidate will also perform related administrative duties, including reports, communications, and preparation of RSA & warranty claim documentation. The position reports to and will provide support for day-to-day operations to the Residential Business Manager - BC.

Current Assigned Product Lines:

Residential & Light Commercial HVAC Product Line up.

Key Responsibilities:

Customer Support & Product Sales:

- Provide effective technical assistance to Customers solving product technical issues across all residential & light commercial HVAC product lines via the support of Head Office and/or customer communications by email, telephone or on-site visits as required to further the troubleshooting process.
- Provide targeted product sales support to achieve a limited annual product sales target.

Training:

- Plan and prepare training curriculum in accordance with business needs including training related presentations, materials and other documents as required.
- Develop training schedule and conduct training sessions in accordance with planned activities and customer requests.

Technical Administration and Services:

- Liaise with BC Sales Management Team (Residential & Commercial) to ensure all BC staff is up to date on new product information, installation, service, and user and parts manuals.

General:

- Perform all functions in accordance with department and Company policies, procedures, and guidelines.
- Recommend and assist in the development of new products and solutions as necessary.
- Act as a back-up resource for other technical support functions when required.
- Provide regular updates to Residential Business Manager BC.
- Other duties, as assigned.

Requirements & Qualifications:

- HVAC Mechanic, Technician, or other certification relevant to HVAC field
- Minimum 10 years of field experience supporting HVAC products in a service capacity.
- Valid Certificate of Qualification in Refrigeration is required.
- Strong technical knowledge of residential & light commercial air conditioning and heat pump systems with proven troubleshooting and problem-solving skills.
- Experience with ductless split systems and VRF technology.

- Good interpersonal, communication and customer service skills.
- Previous experience leading classroom based technical training an asset.
- Strong working knowledge of Microsoft Office products (Word, Excel, PowerPoint).
- Ability to work independently as well as in a team environment.
- Ability to travel approximately 30-40% of the year.
- Valid Driver's License
- Reliable vehicle