

Thermaco Incorporated

POSITION DESCRIPTION

Position Title: Customer Support Representative

Thermaco® creates technology for removing pollutants generated from our modern lifestyles and preserves the world's wastewater infrastructure for the future. Fats, oils, and grease (FOG) are harmful byproducts from cooking in restaurants and in homes which can cause sewer blockages if untreated. Through the products we make and market, Big Dipper® Automatic Grease Separators and Trapzilla® Supercapacity Grease Interceptors, we help commercial kitchens and communities manage their kitchen waste in a responsible and efficient manner.

The Customer Support Representative supports customers for both Big Dipper & Trapzilla brands by responding to customer questions, comments, and concerns, and specializing in troubleshooting technical problems. They provide technical support on customer calls, emails, texts, social media messages, and live chat messages. This is a position with opportunities for continued education and growth.

Join our team, make a difference, enjoy what you do, and help build an environmentally sustainable future!

I. KEY POSITION RESPONSIBILITIES

- Offering solutions to new product application challenges presented by customers, architects, installers, and regulators.
- Providing product technical support for existing installations including troubleshooting problems, coordinating service options, and recommending replacement solutions as needed.
- Understanding all aspects of products so as to answer the full range of technical support questions.
- Creating digital trouble-shooting resources to streamline future support.
- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various communication channels.
- Acknowledging and resolving customer complaints.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Ensure customer satisfaction and provide professional customer support.
- Processing orders, forms, applications, and requests.



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II. QUALIFICATIONS

- a. High school diploma, general education degree or equivalent.
- b. Excellent communication skills, both written and verbal.
- c. Ability to learn technical product details.
- d. Ability to stay calm when customers are stressed or upset.
- e. Comfortable using computers.
- f. Experience working with customer support.

III. PHYSICAL CONDITIONS/WORK ENVIRONMENT

Works in an office and plant environment. Sight, hearing, and speech capabilities sufficient to communicate well with individuals and groups. Responsible for working in a safe manner.

JOB RELATIONSHIPS

Reports to: Customer Service Manager

Position Relationships: Dotted Line Relationships to Sales & Marketing Director, Engineering Manager, Controller

ABOUT US

Thermaco is a leading manufacturer of food service facility environmental treatment systems. Learn more about Thermaco at www.thermaco.com

The above statements are intended to describe the general nature and level of work being performed by people assigned this job classification. They are not to be construed as an all-inclusive list of duties, skills, and responsibilities of people so assigned.

Candidate Application Information:

Please apply online at thermacocareers.com/apply

Revision Date Jan 10, 2020

