

# TECHNICAL SERVICE REPRESENTATIVE

Empire Comfort Systems  
Belleville, IL

## Over view of position

Technical Service Representative has the responsibility of helping customers solve issues. This is accomplished by means of telecommunications, and at times, in person contact. To successfully accomplish this goal, the following attributes will be necessary.

## Responsibilities

- Handle technical service calls (email, voice mail, and live calls)
- Assist Customer Service Reps solve technical problems
- Work with lab personnel and engineers
- Participate in new product development
- Proof read Installation and owner's manuals
- Other tasks as assigned

## Skills/Qualifications

- Have understanding of electrical component function
- Reading schematics and electrical diagrams
- Have an understanding of combustion and basic gas appliance operations
- Perform analysis based on symptoms and provide diagnostic advice
- Ability to communicate through technical writing, in a business format
- Read and interpret service manuals
- Must be able to speak with clients on the phone and maintain a professional demeanor under varying circumstances
- Basic computer skills
- Punctuality, courtesy and professional dress

## Benefits

- Health/vision/dental
- Life insurance
- 10 scheduled holidays

## How to Apply

Send a resume and cover letter to [jobs@empirecomfort.com](mailto:jobs@empirecomfort.com). Please include "Technical Service Representative" in the email subject line.

