



Technical Service Representative

- FLSA Status: Exempt
- Commissionable: Yes
- Individual Contributor

Earthwise Environmental is an industry leader in safe, efficient and environmentally sound water treatment and management solutions. Our areas of proficiency include boiler, cooling tower, closed system and waste water applications.

Job Title

Technical Service Representative

Date

January 23, 2018

The Technical Service Representative will provide onsite customer service for maintenance of all equipment Earthwise provides including water softening, reverse osmosis, filtration, and other technologies for water and energy savings as proposed by Earthwise.

Responsibilities

- Provide technical and testing services to existing Earthwise accounts; prepare computer generated service reports summarizing each service call.
- Work with Earthwise Sales/Field personnel on water/energy saving proposals within the existing customer base.
- Train and communicate with existing equipment vendors to identify new technologies for water conservation and chemical reductions.
- Become the "EWISE expert" for reverse osmosis, ion exchange, and membrane filter technologies as taught by Earthwise, provide recommendations to customers for system and equipment improvements
- Train in the "Know your Neighbor" program and work to increase the Earthwise customer base through cold-calling.
- Perform other duties as assigned.

Behavior and Skills

- Excellent verbal and written communications skills
- Strong interpersonal skills
- Customer service focus & results oriented
- Operate with a sense of urgency and with the best interest of the customer and company in mind
- Sincere and open communication
- Strong environmental consciousness
- Ability and willingness to travel a local route in a company service vehicle
- Possess a valid driver's license
- Ability to lift 30 pounds
- Competency in CAD and/or similar basic drawing program for piping/hydrionics flows is preferred
- Mechanically inclined with basic electronics and plumbing skills preferred

Education and Work Experience

- College or Technical/ Trade School Degree in Engineering, Technical Field
-or-
- 1-3 years of experience in water treatment or plumbing.

Acknowledgement

I understand and agree to the duties and expectations of my role as outlined in this job description.

Printed Name and Signature

Date