

ELLINGSON

Plumbing, Heating, A/C & Electrical

Job Title: Plumbing Technical Support Supervisor
Department: Service
Location: Alexandria, MN

Position Summary:

The Technical Support Supervisor will provide expert knowledge to support Service Technicians, Sales staff and others. Need to support customers in with plumbing related questions.

The Technical Support Supervisor will work with the Warehouse Manager to maintain proper levels of inventory for the service department.

Essential Job Functions:

- Resolve inquiries from employees performing service work.
- Recommend solutions to technicians repairing equipment or systems.
- This position manages service technicians within the trade and is responsible for the performance management and hiring for assigned direct reports.
- Perform “ride-a-longs” and provide informal coaching to employees.
- Continually improve the level of service provided to customers by the service department.
- Support the Sales team on calls to new and existing customers.

Qualifications:

- High school diploma
- Two years of formal technical training within the field or 10 years of experience