

Job title	Technical Support Agent	ADW-RH-002.01D-EN
Department	Technical Support	
Reports to	Technical Support Supervisor	

Note: The masculine form is used to lighten the text, and, without prejudice to the female form. We thank all candidates for their application; however, please note that only qualified candidates will be contacted and considered for potential employment.

AD WATERS, a company specializing in the field of plumbing with over 30 years of experience has developed a deep knowledge and expertise of the North American market and its specificities.

JOB SUMMARY

The incumbent will be responsible for responding to inquiries, providing information and making recommendations regarding products distributed by AD Waters.

TASKS AND RESPONSIBILITIES

Process and resolve various after-sales customer technical issues via multiple channels (phone, email, chat, counter...)
 Assess the customer's technical issues/requests, take ownership of the cases and provide guidance and clear, efficient and economical solutions
 Guide customers in finding the answers they need through the various available online tools
 Recommend the adequate replacement parts and/or alternatives to customers – and at the best price
 Properly document all technical requests and issues
 Open customer accounts by recording account information (tickets)
 Maintain and document customer records by updating account information and all history of technical requests and issues
 Adequately answer questions about warranties

QUALIFICATIONS

High school diploma or more advanced studies
 ASSET: Minimum of 2 years of experience in customer service or technical support or in the plumbing industry

KNOWLEDGE, SKILLS AND ABILITIES

High customer care and service orientated
 Capability of processing various cases simultaneously
 Well-developed communication and interpersonal skills
 Constant helpful attitude towards the customer
 Help desk or customer support experience a bonus but not mandatory
 Bilingual (French and English) to respond to USA and Canadian customers – written and verbal knowledge
 Good problem-solving skills
 Capable of assimilating technical information on the plumbing products carried by AD Waters
 Good knowledge of Microsoft Office and capable of learning new operating systems
 Capable of managing stress during period of intense activity and remain professional with customers and co-workers alike

BENEFITS AND ADDITIONAL INFORMATION

Group insurance (medical, dental, LTD, life)
 Group VRSP
 Work schedule Mon-Fri; 8AM-5PM