

## **Regional Service Manager – Western Region**

### **Principle Function:**

Resolve technical and service related issues to meet customer satisfaction goals within assigned territories by working with the inside service administration and engineering teams. Build and maintain a network of contractors according to the Factory Authorized Service Technician program. Conduct in-depth training to increase brand awareness and confidence with the professional trade to support sales in meeting revenue goals.

### **Principle Accountabilities:**

- Conduct basic and advanced training of plumbing contractors on Eternal products
- Support sales reps and regional sales managers by creating goodwill amongst distributors and trade communities
- Build service network comprised of qualified contractors
- Diagnose and approve resolutions to resolve technical difficulties
- Increase brand loyalty
- Administer service protocols set by the company to ensure smooth processing
- Monitor trends and report field issues for engineering to improve products
- Communicate to reps and regional sales managers resolutions or technical bulletins
- Manage parts allocation and monitor usage to ensure sufficient field support

### **Skills:**

- 3 - 5 years of relevant experience in servicing HVAC or Heating products
- Professional trade licensing preferred
- Excellent written and verbal skills to foster communication
- Ability to conduct presentations for large groups

### **Travel:**

- Position requires 75% travel