



Technical Support – Level 1

Overview

The Technical Support role is responsible for providing HVAC technical assistance to food retail customers and their service partners to meet or exceed our customers' owning experience.

Duties & Responsibilities

- Provide exceptional customer service with a focus on achieving first-call resolution by responding to phone and email requests.
- Update all customer inquiries to second-level support as required with a full debrief on the issue to ensure the issue is resolved.
- Maintain timely communication with customers and 3rd party partner representatives to ensure successful closure of issues.
- Ensuring all pertinent information is entered into service tickets to facilitate the gathering of service performance and product metrics.
- Exhibit attentive, memorable, and empathetic interactions, reflecting our commitment to quality service.
- Work cross-functionally across the organization to ensure appropriate resolution of business and technical issues with feedback to assess root cause analysis.
- Participate in the review of technical material to verify correctness (user manuals, troubleshooting guides, FAQ etc.).
- Identify opportunities for continuous work process and productivity improvements.
- Supports the development of reporting requirements & analytical analysis initiatives.
- Demonstrate the behaviors that support FLō's Success Profiles to activate strategic priorities, client touchpoints, and culture with disciplined execution and accountability.



Qualifications

- 2 + years' experience providing remote customer technical support (experience in the HVAC/R and or food retail industry is preferred).
- Exceptional oral and written communication skills.
- Ability to communicate clearly, accurately, and appropriately across all applicable applications (email, phone, chat, video conferencing etc.).
- Strong ability to remotely guide individuals and give instructions to resolve issues.
- Highly developed planning and organizational skills together with the ability to effectively prioritize.
- Ability to quickly shift focus as necessary to address priority issues.
- Strong analytical, problem-solving, and troubleshooting skills.
- Continually maintain positive and professional customer relationships.

Conditions of Employment

- Permanent full-time employment.
- Valid passport: able to travel across North America.

If you are interested in this exciting opportunity, please forward your resume in confidence to careers@systemsflo.com

While we appreciate the interest of all applicants, only candidates selected for an interview are contacted. No agencies, please. We are committed to fostering an inclusive, accessible work environment, where all employees feel valued, respected, and supported. FLO will provide accommodation for applicants with disabilities as part of its recruitment process. If you are contacted to arrange for an interview, please advise us if you require accommodation.