



CUSTOMER SERVICE/TECHNICAL SUPPORT REPRESENTATIVE

Hotstart, Inc. has an opening for Customer Service/Technical Representative to join our Sales Team in Spokane, WA. The Customer Service/Technical Representative will specialize in providing technical and sales support for thermal management systems installed around the world. The ideal candidate will be highly motivated to provide timely and effective support to customers, work with staff from multiple departments to resolve technical issues and help support Hotstart sales growth.

Primary Responsibilities:

- Provide technical support to customers for Hotstart products
- Answer phones and respond to emails to help customers with troubleshooting, product information, pricing, availability, order entry and order status
- Coordinate internally with staff from Planning, Production, Engineering, Quality Assurance and Shipping departments to support customer needs
- Work closely with Sales Team members to solve issues and pursue new sales opportunities with target customers

Ideal candidates will have the following:

- Strong hands-on electrical/mechanical background or aptitude
- Ability to troubleshoot electrical/mechanical devices and read wiring schematics
- Excellent written and verbal communication abilities
- PC Skills (including MS Word, Excel and Outlook)
- Detail-oriented
- Team player and a self-starter
- Ability to travel as needed for product support and customer training. Passport (or eligible for passport) preferred
- Great attitude and enthusiasm
- Knowledge of HVAC cooling systems a plus

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

HOTSTART Inc. is a world leading manufacturer of industrial heating and cooling thermal management equipment. Established in 1942 and ISO 9001:2015 certified, we have grown to over 200 employees in a modern manufacturing facility and outside office. The company provides a 100% owner-funded benefits package highlighted by medical, dental, vision and life insurance, 401(k) with contribution matching and profit sharing, and educational assistance. Email resume to careers@hotstart.com, or apply at hotstart.com
~ Drug-free/HOTSTART is an EO employer - M/F/Veteran/Disability.

