

Customer Service & Technical Support Representative (for Equipment Manufacturer)

*** Please note this is not an IT position. ***

Eteros is not your typical employer: we challenge the norm and never take no for an answer. We apply this philosophy to all aspects of our business, from the production floor, to engineering, to finance.

Providing the best overall customer experience for our end users is a top priority at Eteros and that includes support after the sale. The right candidate is mechanically inclined and very customer service oriented. This position will include interacting with the end users and also documenting those interactions in our CRM.

Check out what we make here!

www.mobustrimmer.com

www.thetriminator.com

Duties

The person in this role will be providing technical support on Mobius and Trinator equipment, which is agricultural machinery. This is NOT an IT support role. Duties will include:

- Responding to support and warranty requests (email, phone calls) in a timely manner
- Triaging customer questions and service issues:
 - Low and medium complexity issues: determine the cause of the problem; select and explain the best solution; expedite the necessary correction or adjustment; follow up to ensure resolution.
 - High complexity issues: facilitate a smooth hand-over for the customer to a senior service technician.
- Documenting support activities and resolutions in company CRM
- Assisting with technical documentation as required
- Other duties as assigned

Abilities

- Ability to manage multiple tasks and projects simultaneously and work well under pressure
- Excellent verbal and written communication skills
- Excellent problem-solving skills and adaptability
- Ability to work with computers to document service activities and carry out general office functions

Requirements

- Customer service orientation
- Mechanical aptitude

Salary

We want the best talent possible and are prepared to offer a competitive salary to get it.

Job Perks

In addition to working with an awesome group of people, Eteros offers a comprehensive benefits package after three months. After one full year of employment, employees are eligible to participate in the company's Employee Stock Ownership Plan.

Additional Information

For a list of duties and more information on this role, please check out www.eteros.com/careers

Location

Carleton Place, ON

Hours

Full time, Monday to Friday (9:00am – 5:30pm), with the ability work longer hours as required

Applications

Please take the following steps to apply:

1. Complete the Predictive Index at the following link:
https://assessment.predictiveindex.com/bo/q50/Customer_Service_Rep
2. Submit your application, addressing the requirements of the job poster, to careers@eteros.com.

Note, only applicants who have completed the Predictive Index and have provided both a cover letter and resume will be considered. Applications missing any one of these three elements will be rejected without review.

Additional Information

The Mobius and Trinator brands are part of Eteros Technologies (www.eteros.com). Eteros Technologies is based in Canada and has offices throughout Canada and the United States.

Workplace culture is extremely important to us at Eteros Technologies. It is a tangible feeling that becomes contagious when you have the right people in place. So, what type of person is the ‘right fit’? Here is what we are looking for when it comes to fit:

Right Fit	Not a Fit
Can-do attitude	“That’s not my job” mentality
Strong work ethic	Not eager to learn
Sense of urgency	Lackadaisical
Resourcefulness	Not putting in an honest day’s work
Follow-through	Not a team player
Passion in your work	Not taking ownership
Happy people	Watching the clock