

## **Technical Advisor (m/f/d)**

Based in Telford and reporting to our Technical Supervisor this role will provide telephone and on-line pre and post sales technical support to customers, installers and service technicians requiring guidance and assistance on Riello & Vokèra portfolio of products.

### **Your Impact:**

- Manage inbound calls from customers and engineers
- Investigate customer's problems, providing technical assistance on Riello/Vokèra products installed in the field both via the telephone and email
- Parts identification and selection for spare part enquiries
- Handling technical enquiries related to design, performance, approval, production, and operation of Riello/Vokèra products
- Preparing and maintaining technical documentation, help sheets, reports and records on our internal CRM system
- Any other duties as reasonably required to assist with Riello/Vokèra technical operations

### **Who you are:**

- ACS qualification (Gas safe)
- Previous experience in repairing residential or commercial gas boilers
- Good understanding of heat systems
- Previous experience in commercial controls and renewable technologies
- An excellent telephone manner, with a high attention to detail, a problem solving right first time approach
- A degree of flexibility and the ability to communicate at all levels
- Strong problem-solving abilities
- Ability to manage escalations and handle difficult customer situations
- Excellent understanding of customer service principles and practices
- Proficient in using customer service software and CRM systems
- Ability to multitask and work in a fast-paced environment
- Flexible and adaptable to changing priorities and customer demands
- High level of patience and empathy

### **What makes us special:**

Our employees are the key to making our vision come alive. With that in mind, we've created a range of benefits for our employees, including:

- Competitive salary
- 25 days annual leave (Excluding bank holidays)
- Annual bonus scheme
- Company pension scheme
- Private Health Insurance with Employee Assistance/Wellbeing Programmes
- Death in service benefit and private healthcare options
- Business tools, including mobile phone, laptop

**Who we are:****Build a career with confidence**

Carrier Global Corporation, global leader in intelligent climate and energy solutions is committed to creating solutions that matter for people and our planet for generations to come. From the beginning, we've led in inventing new technologies and entirely new industries. Today, we continue to lead because we have a world-class, diverse workforce that puts the customer at the centre of everything we do.

**Our commitment to you**

Our greatest assets are the expertise, creativity and passion of our employees. We strive to provide a great place to work that attracts, develops and retains the best talent, promotes employee engagement, fosters teamwork and ultimately drives innovation for the benefit of our customers. We strive to create an environment where you feel that you belong, with diversity and inclusion as the engine to growth and innovation. We develop and deploy best-in-class programs and practices, providing enriching career opportunities, listening to employee feedback and always challenging ourselves to do better. This is *The Carrier Way*.

We believe in people and their potential. If you are up for the challenge and want to be part of the energy transition, apply now!

To apply please send your CV and covering letter to - [recruitment-uk@viessmann.com](mailto:recruitment-uk@viessmann.com)