



PROJECT SUPPORT SPECIALIST

We're passionate about play. We believe that bringing play to communities makes the planet more livable and socially just. With thousands of installations across the world, we're excited to be a part of the movement toward a healthier, happier, global community by offering innovative aquatic play solutions designed for developing minds, thrill seekers, budding explorers, and the young at heart.

Our work culture is important to us and we believe that with a team of people who **CARE** we can achieve amazing things. From tacking a weld to putting the final touches on a piece of ad copy, we believe that every task we undertake is important and deserves our utmost **COMMITMENT**, an **ATTITUDE** that anything is possible, mutual **RESPECT**, and a level of **EQUALITY** that invites collaboration.

We're always looking for exceptional people to join the Waterplay Group of Companies. If you like working in a fast-paced, dynamic environment, have a passion for play, and truly **CARE**, then we'd love to hear from you.

Position Overview

The **Project Support (PS)** post-support team at Waterplay is responsible for after-sale customer service for our global aquatic play customers. After a project is sold and installed, the Post-Sales Project Support team continues to support the project with troubleshooting assistance, and parts and warranty services. This position reports to the Project Support Manager. The successful candidate will possess a unique blend of technical aptitude, customer service expertise, and strong communication skills.

Key Responsibilities:

- Use Customer Relationship Management (CRM) software to create parts quotes and orders
- Use Enterprise Resource Planning (ERP) software for use in project troubleshooting
- Respond to technical questions from a variety of audiences (sales staff, product dealers, installers, engineers, non-technical groups)
- Troubleshoot product issues via email or phone
- Train external customers and internal staff on technical aspects of products

Education & Experience

- Technical academic background (Mechanical or Civil Engineering Degree/Diploma preferred)
- 3 to 5 years mechanical experience (in the construction/irrigation/automation industries are an asset)
- Customer Service experience are an asset
- Experience with CRM and ERP systems are an asset
- Project management certifications an asset



Personal Characteristics

- Customer focused with excellent communication skills
- Time management skills and ability to manage projects and solve problems with minimal direction
- High general aptitude in commercial construction
- Strong comprehension of technical drawings (construction, installation, fabrication, etc.)
- Ability to troubleshoot mechanical and electrical systems
- Proficient in Microsoft Office (primarily Excel, Word and PowerPoint)

We wish to thank all those who apply. Please note we will only contact and communicate with candidates who are selected to proceed to the interview stage.

Please send your resume with a cover letter to careers@waterplay.com with the subject line: **Project Support Specialist - Your Name**, or via mail to:

ATTENTION: Careers
Waterplay Solutions Corp.
805 Crowley Ave
Kelowna, BC Canada
V1Y 7G6

Closing Date: March 22nd, 2019