



Technical Service Representative

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:

We are currently looking for a **Mechanical or Civil Engineering Technologist** to join our Technical Service Representative (TSR) team. The TSR team at Waterplay is responsible for technical sales support and customer service for our global aquatic play customers. During the quoting, design, and installation phases of a project, the TSR group aims to provide outstanding service for both internal and external project stakeholders. The TSR position is also responsible for creating playground designs for Waterplay's partner agencies. This position reports to the Customer Service Manager and is part of the Customer Service department. The successful candidate will possess a unique blend of technical and design aptitude, customer service expertise, and strong communication skills.

Key Responsibilities:

- Create AutoCAD drawings
- Use of Customer Relationship Management (CRM) software to generate parts quotes and orders
- Respond to technical questions from a variety of audiences (sales staff, product dealers, installers, engineers, non-technical groups)
- Review and comprehend technical bid specification drawings
- Troubleshoot installation issues via email or phone
- Build technical manuals and supporting documentation for Waterplay products
- Train external customers and internal staff on technical aspects of products



Education

- Technical academic background (Mechanical or Civil Engineering Degree/Diploma preferred)

Competencies

- 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.)
- Skilled in CAD programs, specifically 2D AutoCAD
- Ability to troubleshoot mechanical and electrical systems.
- Proficient in Microsoft Office (primarily Excel, Word and PowerPoint)

Experience

- 3 to 5 years of engineering or landscape architecture experience (in the construction industry an asset)
- 1 to 2 years' AutoCAD experience
- Customer Service experience an asset
- Experience with CRM and ERP systems an asset
- CPSI Training or playground design experience an asset
- Project management certifications an asset

Please send your resume with a cover letter to careers@waterplay.com with “**Technical Service Representative**” in the subject line or via mail to:

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

Closing Date: February 14, 2020

No phone calls or drop-ins please.