



# SeaStar Solutions

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<b>Job Title:</b>	Technical Service Representative
<b>Job Purpose:</b>	This position performs a variety of functions to support the Marine Division. Specifically, providing technical and troubleshooting support, over the phone or email, to our customer expanding base.
<b>Reports To:</b>	Technical Services Supervisor
<b>Direct Reports:</b>	N/A
<b>Version:</b>	2.0 April 1, 2014

## Education & Experience

- Completion of Grade 12.
- Certificate and/or Diploma in Applied Sciences.
- Minimum three years of previous experience in mechanical environment.

## Responsibilities

- Respond to internal and external requests and questions via phone or email.
- Provide on-going technical and troubleshooting support to internal stakeholders.
- Identify and document improvements to products and applications in the field by capturing knowledge from the quality system.
- Maintain internal documents and records with current information as per SeaStar Solutions standard. Assist with collection of data and generate status reports as needed.
- Assist Technical Services Supervisor in the preparation of technical manuals and materials.
- May assist the Warranty Department to analyze warranty returns. Communication improvements and/or solutions from the Warranty to the Engineering Departments.
- Monitor trends in the field of SeaStar Solutions products and applications, report findings to the Engineers and Product Managers.
- Complete additional job duties and assignments up to 15% of the time.



## Skills & Abilities

- Strong problem solving and decision making abilities.
- Well-developed organizational skills with the ability to manage a variety of tasks.
- Strong proficiency with MS Office programs including: Word, Excel, Access, Outlook, PowerPoint; and, the ability to learn other applications quickly.
- Excellent verbal and written communication skills in English.
- Ability to work well independently and as part of a strong team.
- Must have real world experience working with individuals of diverse backgrounds and a respect for difference.
- Professional demeanor whether in person, via email or on the telephone.
- Strong customer services focus.
- Respond to internal and external requests in a timely manner.
- Strong mechanical aptitude; basic understanding of hydraulics is desirable.
- Knowledge of the manufacturing industry would be an asset.

## Deliverables

- As this position is constantly evolving, please speak with your supervisor/manager regarding daily, weekly and monthly objectives.

## Things to Know & How to Apply?

- Occasional travel maybe required.
- SeaStar Solutions is an equal opportunity employer.
- If you are interested in this position, please send your cover letter and resume to [hr.canada@seastarsolutions.com](mailto:hr.canada@seastarsolutions.com) with the subject: 2018-013.
- Relocation assistance is not provided for this role.
- Only applicants legally eligible to work in Canada should apply. No foreign applicants will be sponsored.
- We look at each resume in detail, so please be sure to review the job description and highlight your experience in relation to this role.
- All candidates will be updated on the status of their application.

To find out more about SeaStar Solutions, please visit our company website at: [www.seastarsolutions.com](http://www.seastarsolutions.com) or <http://canada.seastarsolutions.com/careers/>

