

## Title: Customer Assurance Manager

### Position Summary:

The Customer Assurance Manager reports directly to the Regional Manager.

### Key Duties and Responsibilities:

As a Customer Assurance Manager, individuals will be tasked but will not be limited to the following duties:

- Provide over the phone technical support to HVAC contractors on residential and light commercial HVAC equipment
- Conduct Job-site visits as required to assist in the installation, troubleshooting, and repair of residential and light commercial HVAC equipment.
- Review, assess, and resolve warranty related disputes with contractors and homeowners
- Provide individual and group technical, product, and sales training to HVAC contractors and Sigler Employees
- This position requires some travel

### Critical Knowledge and Skills:

- Must be organized and detail oriented
- Must be self-motivated
- Ability to communicate professionally and effectively with contractors, home owners, business owners, and team members
- Ability to present information and training material in front of a group
- Ability to resolve conflicts effectively
- Ability to use Microsoft Office tools effectively

### Education and Experience:

- High school diploma or higher
- 5+ years in the HVAC industry, preferably related to the installation, commissioning, and servicing of equipment