



Technical Service Representative

Saratoga Spas is the Northeast's Premier Spa Manufacturer of National and International known hot tub brands. Over our 35 year history, We have brought to market some of the industry's most innovated patented products and brands. We are growing and have immediate opportunities for the following position.

Technical Service:

- Handle all technical service and troubleshooting phone calls and emails, Consumer & Dealer.
- Release technical bulletins.
- Update Service Manual and Service Seminars.
- Attend continuing occupation-related training

Intercompany Responsibilities:

- Aid in the resolution of warranty credit issues for credit department.
- Communicate and meet weekly with both production and quality control on product compliance.
- Liaison between sales and operations on in-field issues.
- Assist Customer Service with information and Customer support for Dealer and Consumer issues.
- Review and provide feedback on new and existing product for design and engineering.
- Provide assistance and answer technical service related email with appropriate department.
- Support UPS and warranty control operations.

It will be the responsibility of the Technical Service Representative to provide for the excellence of Technical Service by meeting or exceeding Customer's expectations through timely resolution and intercompany feedback to improve overall product quality.

Saratoga Spas is a professional, family-oriented company, is an Equal Opportunity Employer and offers a competitive compensation program including healthcare, dental and flex spending plans, 401k retirement, paid vacation and sick time. It's a great place to work!

Contact:

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