

## TECHNICAL SUPPORT SPECIALIST, HVAC PRODUCTS

**The Brucker Company seeks a Technical Support Specialist as described in this posting. Brucker is a leading manufacturer's representative of high quality HVAC brands such as Greenheck, Price Industries, ABB and Indeeco. (Posted November 12, 2013)**

**Company:**

Brucker

**Location**

Elk Grove Village, IL (Chicago suburb)

**Position:**

Technical Support Specialist

**Reports to:**

President

**Education and Experience:**

- Associate's degree in engineering, engineering technology, construction management, construction technology or business management required. Four year degree preferred.
- Three to five years of experience in estimating mechanical equipment or mechanical systems, providing technical product support, or customer service support. Experience working in sales, or in a sales environment, beneficial.
- An equivalent combination of more than seven years of combined field experience and education will be considered.
- Familiar with the design and operation of HVAC systems. Generally familiar with construction and construction processes, and with sales and sales processes.
- Experience with personal computers and personal computer application software.

**Principal Duties:**

This position is part of a quotation and technical support *team*. There are three principal roles this individual will fulfill as part of this team: Estimator, Quotation Coordinator, and Customer Service Specialist. The amount of time in each role will vary. This individual is an accomplished multi-tasker with a high degree of professionalism and flexibility. Closely interacts with others on the quotation and technical support team, with sales personnel, and with customers.

***As an Estimator:***

- Prepares quality cost estimates, prices, proposals and supplemental information for HVAC equipment projects
- Reads and understands contract documents, plans, specifications, and addenda to complete cost estimates.
- Performs quality take-offs, properly selecting and pricing equipment per plans and specifications.
- Responsible for the take-off of equipment for proper size, configuration, voltage, options, etc.
- Organizes and analyses information, and completes proposal.
- Identifies risks and opportunities on projects including cost problems that may occur or cost savings that can be secured.
- Documents and organizes work by maintaining files for each job.
- Communicates with sales personnel and customers to clarify scope and requirements. Communicates with vendors to confirm capabilities and costing.
- Coordinates with and supports other employees in pre-bid meetings and bid strategy meetings.
- Provides technical assistance and product information for customers and other employees as requested or required. Has a good understanding of product capabilities and limitations.

***As a Quotation Coordinator:***

- Accepts customer calls, emails and faxes, and loads information into data base.
- Assigns take-offs and estimating tasks to sales personnel.
- Generates and distributes a daily quote report to Brucker employees.
- Organizes and files quotations
- Loads the products into pricing programs
- Generates proposals and sends proposals to customers

***As a Customer Service Specialist:***

- Assist Sales Personnel with entering orders, creating quotes, obtaining factory pricing, performing take-offs, creating room schedules, generating submittals and providing technical support.
- Assist customers with order status, lead times, freight damage claims, credits/warranties/charge-backs, expediting orders, creating and sending submittals, problem resolution, determining the necessary bill of material for quotation purposes, selecting equipment, placing orders, and providing technical product support.

**Skills, Qualifications, Working Conditions**

- Able and willing to perform other duties, as assigned.
- Able to multi-task. Quick study/learner. Flexible. Motivated and well organized self –starter. Works effectively both independently with minimal direction and as part of a team.
- Solid interpersonal skills. Can professionally communicate with the sales team, customers, and other team members.
- Can provide both technical and administrative support.
- Works both quickly and accurately. Has a sense of urgency and meets established deadlines. Dedicated: Committed to getting the job done well and on time.
- Able to read and interpret plans, specifications, and contract documents. Has general knowledge of construction and construction processes.
- Strong math and analytical skills.
- Thorough with a good attention to detail. Capable of identifying and communicating risks and problems.
- Able to readily work with various software products.
- Able and willing to work overtime, including evening and weekends if required.
- Travel: Minimal overnight travel required.

**Compensation**

- Brucker offers a competitive package of pay and benefits including health insurance, dental insurance, disability insurance, a 401K and vacation and holidays.
- This is a full time position. Will also consider candidates seeking only part time work.

**Contact**

**If interested in this opportunity please send your resume to [Lkasza@bruckerco.com](mailto:Lkasza@bruckerco.com)**