



Mobile Service Technician

This role is located in Elkhart, IN

Want to be part of a fast-growing, high-tech company that is launching new products nationally and experiencing exceptional growth for themselves and their high performing employees? Enjoy traveling and meeting new people, want the ability to work independently with the opportunity to enhance your career and achieve real results?

Then, Truma has a place for you!

Who We Are:

Truma is a leading international manufacturer of highly developed heating and water heater systems, as well as comfort accessories for travel trailers and motorhomes. Our global success and top market share come from our customer focus, innovation, product quality and outstanding service. Truma is a medium-sized, family-oriented company with over 600 employees globally and a long history going back more than 70 years.

What We Offer:

Exciting entrepreneurial, family-oriented work environment with flexible work/life balance schedules

Challenging and progressive career development

Competitive salaries, travel mileage reimbursements, and excellent health benefits including Medical, Dental, Vision, Short-term Disability, Voluntary Life Insurance, and Basic Life Insurance (company paid)

Simple IRA with Company Match

Best practice PTO policies and paid holidays

Open communication, informal recognition, and team-building events

And much more to motivated, results-oriented individuals who want to make a real difference in their community and role

What You'll Do:

As the Mobile Service Technician, located in either Arizona, California, or Oregon, you will provide technical expertise, critical trouble-shooting and support on Customer Care needs that improves customer satisfaction, maximizes customer retention and increases profitability.

Your Accountabilities in the Role:

1. Performs installations, maintenance and repairs on Truma products for customers remotely at campgrounds, dealers, and other areas as needed, ensuring service is provided timely and effectively.
2. Performs diagnosis on diverse service issues, obtains replacement parts, calibrates system to Truma specifications, documents and explains fully to the Customer and Customer Care area what the issues are and what is required to correct.



3. Continually provides excellent customer service by helping customers and partners via phone or in person with technical questions surrounding the products, warranties and trouble-shooting issues.
4. Coordinates inventory to ensure product or parts are available and handle all aspects of the service call, ensuring customer is invoiced correctly, payments are collected, and customer follow up is timely.
5. Travels regionally in a company van and attends trade shows and community events to effectively market, promote and place Truma as a key partner in the US RV industry.
6. Participates in company-provided training opportunities on latest industry technologies to continually enhance skill sets.
7. Maintains accurate data and information on customers and activities to ensure time equals value to the customers and priorities are continually met.

The job criteria may include other duties, responsibilities and activities, which may change or be assigned at any time with or without notice.

Position Requirements:

- A. **Education:** Requires mechanical certification, or the equivalent in course work/apprenticeship training in mechanical maintenance, plumbing, HVAC, water heater repair, or gas system repair.
- B. **Experience:** 5+ years of experience in installation, maintenance, troubleshooting, and providing sales/service in the heating and water heater industry.
- C. **Certification:** Mechanical or HVAC Certifications
- D. **Functional Skills:** Ability to read and interpret blueprints, plans, and/or manuals and make effective installations and repairs as noted. Excellent problem-solving and resolution skills needed to perform this role. Experience in managing inventory and handling customer order paperwork, collecting payments, and other administrative items as needed. This role also requires a strong attention to detail, excellent planning/prioritizing and organizational skills to meet call/appointment volume.
- E. **Technology Aptitude/Skills:** Fundamental computer skills with document preparation, spreadsheet management and prompt/courteous/professional emails.
- F. **Language Skills:** Excellent verbal/written and personal presentation and communication skills (in person and over the phone) to understand customer needs and respond effectively/professionally,
- G. **Leadership/Behaviors:** Quality and Safety minded; Professional, goal oriented, and ability to promote and provide excellent service work to help build Truma's presence, as well as good relational skills to network, visit and engage prospects in the area/region.
- H. **Culture Match:** Professional in appearance, reliable and able to work within a close team while possessing individual accountability for the role is key.

Contact us today and learn more about the Truma Family and how we can enhance Your Career!

Email: careers@trumacorp.com

We are an Equal Opportunity Employer