

## **RV 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 RV Technician, 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 products, while providing top notch customer service that will grow/maintain our customer base.
2. Diagnoses diverse service issues, obtains replacement parts, and calibrates systems to Truma specifications, while documenting and explaining fully to the Customer Care team and the end user to enhance optimum service levels.
3. Evaluates second tier, more indepth technical questions, via telephone and in person, surrounding products, warranties, and trouble-shooting issues to ensure effective customer service resolution.
4. Coordinates, organizes, and replenishes efficient supply of stock, parts, tools, and safety equipment in the Service Center area to ensure optimum inventory levels are maintained to support customer service needs.
5. Identifies and documents all returned material to the warehouse, handling warranties in line with best practice processes.
6. Researches trends and participates in company-provided training opportunities to ensure compliance with the latest industry trends.
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:** 3+ years of experience in installation, maintenance, and troubleshooting in the RV service industry is preferred. Experience with plumbing, heating, and cooling repairs in the RV industry is required.
- C. **Certification:** Mechanical, Automotive, or HVAC Certifications preferred
- 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, and other administrative items as needed. This role also requires a strong attention to detail, excellent planning/prioritizing, organizing and time management skills.
- E. **Technology Aptitude/Skills:** Fundamental computer skills with document preparation, prompt/courteous/professional emails.
- F. **Language Skills:** Excellent written and verbal communication skills (in person and over the phone) to understand customer needs and respond effectively/professionally,
- G. **Leadership/Behaviors:** Quality and Safety-oriented, excellent customer focus, collaborative, supportive and flexible with an ability to meet the changing needs of customers. Detail-oriented



and accurate in work; excellent interpersonal skills with an ability to effectively listen and respond with all levels inside and outside of the organization.

- H. **Culture Match Behaviors:** 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](mailto:careers@trumacorp.com)

**We are an Equal Opportunity Employer**