

## **Customer Service Engineer**

**Location:** UK based with travel (UK and international)

### **Work with us**

At Sunamp we are on a mission to transform the way we generate, store and use heat in our homes and businesses, to help us all make a significant impact on climate change. To do this, we develop and manufacture heat batteries which use phase change materials to provide heat and hot water.

Our best-selling Thermino range of heat batteries are manufactured in Scotland and replace hot water cylinders and other forms of thermal storage to deliver fast flowing hot water on demand. So far, over 25,000 heat batteries have been installed in homes across the UK and in other parts of the world, cutting fuel costs and carbon emissions for residents.

Supporting our customers throughout the product journey is central to our approach. Their knowledge, engagement and experience with our products is managed by our Customer Service team and we are now looking to take on an experienced Customer Service Engineer to join our growing operations.

### **The role**

Working in the Customer Service team you will provide practical engineering support via implementation and the repair of installations. Excellent customer service skills, along with an engineering background are a minimum requirement for this role, as you engage and communicate with customers directly, resolve product issues and provide immediate pre and post purchase support.

### **Your experience and skills**

An excellent and effective communicator, with the ability to manage multiple tasks and work as a reliable member of the team. You will possess a can-do attitude and enjoying work with customers and helping the company to develop and build relationships. You will have previously worked in a similar role, using your engineering expertise and skills, helping to support the customer and improve their overall experience.

- Proficient working knowledge and use of Microsoft Office
- Have previously worked as a Field Engineer
- Experience in Customer support/service roles
- Ability to prioritise and work to tight deadlines
- Understanding of working knowledge of HVAC Systems
- Ability to read and understand manuals and schematics
- Comfortable with travel as required for the role
- Practical experience of controls (PLC) and their interconnectivity to HVAC componentry
- Soldiering, Welding and Plumbing skills
- Relevant and up to date qualifications in electrical, H&S, CDM, Plumbing and HVAC.

### **Benefits:**

- Ongoing career progression,
- Mediacash wellbeing payback scheme
- discounts on many stores through our wellbeing programmes
- Employee Assistance Programmes
- Bike2Work & EV schemes
- Contributory Pension Scheme
- 30 days inclusive holiday
- Day off for your birthday

**What you can expect from us:**

Sunamp takes the wellbeing of employees very seriously. We provide staff social areas on site with fresh fruit and beverages freely available. There are plenty of activities organised by our social committee to get involved with, including a Company Cycle Team.

Sunamp is an Equal Opportunities Employer. The company is committed to equal employment opportunities regardless of age, sexual orientation, gender, pregnancy, religion, nationality, ethnic origin, disability, medical history, skin colour, marital status, genetic information or parental status. We base all our employment decisions on merit, job requirements and business needs.