



"The Installers Choice"

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Position: Tech Support / Warranty

Reports To: General Manager

Location: Richmond Head Office - #160 – 11791 Hammersmith Way

Responsibilities:

- 1) Support Staub Electronics Dealers, via telephone, with the sale and installation of Remote Start, Security, Audio and Video.
- 2) Evaluate, process and manage Dealer returns for warranty or service.
- 3) Manage warranty inventory and process returns to vendors.
- 4) Create technical and warranty related bulletins for distribution to Dealers.
- 5) Manage StaubTech license renewals, new client activations and information updates.

Skill requirements:

- 1) A minimum of 5 years of 12-volt or related installation experience. Installers with experience in Remote Start and Bypass Module installation are preferred.
- 2) Good phone and customer service skills.
- 3) Strong written and oral skills.
- 4) Must be proficient with computers. Experience with Microsoft Outlook, Word and Excel mandatory
- 5) Must be a strong team player and have a willingness to assist in other areas of the company.

If you possess the above skills, and would like to work with a growing, fast paced and energetic company, please forward your resume in confidence to:

Scott Trotter
General Manager
Email: scott@staub.ca
Fax: 1-888-844-7316

While we thank all applicants for applying only those selected for an interview will be contacted.

