

Roadtrek Inc, is a Canadian Manufacturer of Class B (Campervan) motorhomes, headquartered in Cambridge, Ontario. We are dedicated to creating adventure vehicles that inspire people to get out, be active and explore the outdoors. We're home to two iconic brands—**Roadtrek** and **Westfalia**—with a focus on delivering exceptional adventure vehicles across North America.

We are actively recruiting for an **RV Customer Support Specialist**. This position is full time and permanent Monday through Friday and provides the opportunity for long-term career growth at Roadtrek Inc. This role is not remote—we believe in the power of in-person collaboration and the energy that comes from working together. In this role you will be hands-on and working closely with, and consulting with, cross-functional teams, including Sales, Service and Warranty to ensure seamless execution of our company initiatives. This role reports to our Head of Sales.

**If you possess a technical aptitude with direct experience in a service department, ideally with Motorized Recreational Vehicles, Automotive shop, Marine or Machinery we'd love to hear from you.**

#### **Key Responsibilities:**

- Ensure all work is completed in accordance with company policies and procedures.
- Provide technical support and advice to dealers and owners.
- Receive Customer & Dealer inquiries related to all aspects of warranty, parts and service troubleshooting.
- Interact with Dealers / Consumers and fellow team members to provide customer care that may include qualifying warranty claims, maintaining database, troubleshooting, parts ordering, data entry, handling escalated customer matters via, phone, online, and direct contact.

- Provide training via Teams, video conference, or assist in the creation of instruction videos.
- Respond professionally to all customer communications.
- Maintain positive customer relations.
- Hands-on troubleshooting of product concerns or customer requests for step-by-step support.

### **Qualifications, Knowledge and Skills:**

- Proven experience in testing, preparing repair estimates, troubleshooting.
- Direct customer care experience in dealing with customers.
- Knowledge of the workings of Appliances, LP gas systems, and Electrical knowledge would be beneficial.
- RV Technician Certification would be ideal, RV1 or RV2.
- Excellent communication, organizational and interpersonal skills.
- Skilled at training others is considered necessary.
- Ability to travel across Canada and the U.S.A. (requiring a valid passport).
- This position requires the successful candidate to have a valid class G Driver's licence.
- Proficient computer skills utilizing Microsoft Office.
- Microsoft Dynamics 365 is an asset.
- Secondary School Diploma with preference given to applicants having completed technical training or certification(s) from College/University or Trade School.
- The successful candidate must be able to lift, twist, bend, reach to perform this position. Occasional lifting of up to 50 lbs will be required.
- The ideal candidate will be comfortable using power tools and other troubleshooting/ repair equipment.

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, should you require an accommodation, we will work with you to meet your needs during all aspects of the recruitment and selection process.

To be considered for this position, please forward your resume in confidence. We thank all applicants for their interest, only those selected for an interview will be contacted.