



Inside Service Technician

SUMMARY

Join our family friendly team and thrive in our pleasant work environment! Cokato-based TyloHelo Inc., DBA Saunatec, a fast-growing global leader in the sauna and steam bath industry, has an opportunity for an *Inside Service Technician*. The ideal candidate will have:

- Great attitude and aptitude are as important as experience
- Capable of learning electrical and plumbing technical information for troubleshooting
- Strong logical skills needed for troubleshooting equipment
- Previous customer phone support experience a plus
- Task and detail oriented in a fast-paced office environment
- Excellent oral communication skills and knowledgeable in MS Office is a must.

JOB FUNCTIONS

In a fast-growing company, this person will be electrically repairing and returning goods from customers. Also, they be supporting customers via phone support. This position is a blend of hands on work and technical phone support. The candidate will be working directly with customers and internal staff to answer various questions. Attitude and aptitude are more important than knowledge and experience. We are willing to train the right candidate. Excellent organizational skill is required. Communication and computer skills are a must for this position.

ESSENTIAL JOB FUNCTIONS

- Participate daily in activities that contribute to the overall goals and ambitions of TyloHelo and the Technical Support Department
- Ensure an accurate and timely response to all telephone and electronic technical inquires received from TyloHelo external customers and dealers
- Provide technical support to external customers to include direct troubleshooting support to diagnose the issue to the board level on all product lines of infrared, sauna and steam.
- Responsible for repairing returned goods, returning the product and to include completing all the associated paperwork.
- Provide technical support to our Internal and Field Sales staff
- Review new product manuals and provide feedback to ensure good information is provided to the customer.
- Assist with the developing and the providing of technical training to TyloHelo staff on all manufactured and distributed sauna and steam products



- Provide input and assistance on new product development as needed. Including design input, testing and any other documentation as needed.
- Assist in preparing and reviewing technical documentation for accuracy
- Other duties as assigned by the Technical Support Supervisor

RELATIONSHIPS AND CONTACTS

- Extensive contact with Customers, Dealers, and Sales

QUALIFICATIONS

- Technical degree in electrical or electro-mechanical science or equivalent experience
- And/or two years' experience repairing, installing and supporting high and low-voltage equipment
- Two years of previous customer technical support experience; field and phone support a plus

SKILLS AND KNOWLEDGE

- Excellent computer skills. Windows, MS Office a must.
- Excellent oral communication and technical writing skills required
- Sound understanding of electrical operations; including troubleshooting and repair
- Strong logical skills needed for troubleshooting equipment
- Ability to effectively interact, make decisions and problem solve
- Self-starter with proven experience in good customer skills
- Previous training and/or leadership experience a plus.
- Excellent organization skills

JOB TYPE

- Full-time

PAY

- \$19.00 - \$26.00 per hour

BENEFITS

- 401(k) matching
- Dental insurance
- Long-term Disability insurance
- Employee product discount



- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Professional development assistance
- Referral program
- Tuition reimbursement

SCHEDULE

- Monday to Friday, 8:00 AM - 5:00 PM

WORK LOCATION

- One location
- Work remotely? No.

COMMUNICATION METHODS USED

- Email
- Phone
- Chat
- In-person

TO APPLY

- Apply via email: hradmin@tyloheloinc.com
- Apply via telephone: 320-286-5584 or 1-888-780-4427
- Apply in person as follows:

TyloHelo Inc.
575 East Cokato Street
Cokato, MN 55321
Attn: Human Resources

FIND US ONLINE

- Website: www.finnleo.com
- Facebook: <https://www.facebook.com/Finnleo>
- Instagram: <https://www.instagram.com/finnleosauna/>