



Refrigeration Technical Support Technician

Refrigeration Design Technologies (RDT), is a commercial refrigeration manufacturer based in Waxahachie, Texas. For over 40 years we have been specializing in world class refrigeration systems for K-12 schools, universities, restaurants, corporate headquarters, convenience stores, and many other facilities all over the world. RDT is a privately held business with a family-oriented belief in doing the right thing, creating a product that will outlast all others, and building relationships with everyone we meet. Our mission is delivering excellence through technology, products, and service.

RDT is currently seeking a Refrigeration Technical Support Technician for our Engineering Department to successfully perform the following duties:

- Answer Technical Support phone calls.
- Answer installation and start-up questions.
- Use good judgement in investigating and diagnosing service problems and making appropriate corrective action recommendations.
- Handle, process, and approve warranty claims in accordance with company guidelines.
- Coordinate field warranty service calls with authorized refrigeration service companies.
- Review and collect warranty and service data.
- Make recommendations for possible product improvement opportunities based on data collected.

Required Skills:

- 5 – 7 years of Refrigeration industry experience.
- Installation and service experience is a plus.
- A licensed HVACR technician is a plus.
- A proven customer service aptitude.
- Strong phone etiquette skills.
- Excellent people and time management skills.
- Excellent verbal and written communication skills.
- Ability to travel to customer locations to provide field service support if needed.

We offer Health, Dental, Vision, Life Insurance, 401k, and a profit-sharing plan. Salary is dependent on experience and qualifications.