



Job Title: Service Engineer

Location: New Jersey/California

Job Type: Full Time

Industry: HVAC

Closing Date/Time: Continuous

About us:

BROAD U.S.A. is a privately held company headquarter in New Jersey, supporting the sales and service to our customers in North America. Relying on our innovative and environmental-friendly technology, BROAD U.S.A. commits itself to optimize energy efficiency for clients in Commercial, Civil and Industrial markets since 1988. Broad U.S.A. supplies non-electric central air conditioning powered by natural gas and waste heat with packaged water distribution system, 2 times more energy efficient than traditional central air conditioning.

About the role:

We are seeking a service engineer who will embrace our innovative spirit and will work with a dedicated team in our daily business. The service engineer is responsible for managing daily operations, as well as being a contact for customers and their service issues. The service engineer will assist in establishing and implementing short-and long-term plans to grow the field service business, maximize profitability, and provide world-class service to customers. This position will be responsible for the overall success of the company.

Job duties:

- Face-to-face interaction with guests, including resolving issues
- Successfully manage escalated customer service issues
- Basic understanding of technical documents
- Commitment to customer satisfaction and retention
- Ensure the equipment and facilities are well maintained
- Other responsibilities as assigned

Qualifications needed:

- Legal work status in the U.S.
- 2+ years frontline services experience
- Knowledge of Combined Heating and Power (CHP) Industry
- Facility operations experience
- Ability to manage priorities and timetables
- Experience with tech integration a plus
- Bilingual (English/Chinese) a plus

Compensation:

- Compensation package is a blend of salary and incentives and is determined by experience
- Medical benefits ·
- Paid annual leave 7 – 20 days
- Ability to start on the ground floor of a growing business
- Ability to work with a true entrepreneur and influence the success of the business