

The MELINK logo consists of the word "MELINK" in a bold, white, serif font, enclosed within a dark blue rectangular border. A registered trademark symbol (®) is positioned to the upper right of the text.

MELINK®

Improving Store Comfort & Energy Efficiency™

POSITION TITLE: Account Specialist
LOCATION: Cincinnati, OH
REPORTS TO: Keith Johnson – General Manager of Operations

POSITION OBJECTIVE:

To strengthen our relationships with our existing customer base and to provide technical support and training to our national network of HVAC Testing and Balancing Technicians

POSITION DUTIES:

- Provide superior customer support addressing design concerns and general T&B issues.
- Provide technical support to the National Network
- Assist in training of new technicians
- Review reports and follow up with contractors and customers as necessary
- Develop state of the art T&B procedures and systems
- Any other job duties as assigned

POSITION QUALIFICATIONS:

- At least 1-3 years of related work experience preferably in HVAC system design, installation and/or service
- Bachelors degree in related field preferred
- Mechanical/electrical knowledge
- Record of high integrity and a penchant for high quality
- Strong work ethic and subscribe to a positive attitude and service leadership philosophy
- Strong customer service skills
- Excellent written and verbal communication skills
- Strong attention to detail skills.
- Proficient in Microsoft Word and Excel
- A team player who is able to handle multiple tasks at one time.

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Improving Store Comfort & Energy Efficiency™

Melink is the industry leader in HVAC testing and balancing services for national accounts. Many of the largest restaurant, supermarket, and retail chains in the U.S. rely on us to commission their store HVAC systems for both new construction and remodels. Our National Network of engineers and technicians is unique in this field and provides a solid platform for future growth.

The company's new headquarters is LEED-Gold certified which means it is one of the most energy and water efficient buildings in the world. It also has a fleet of gas-electric hybrid vehicles to further promote the importance and benefits of environmental stewardship. Our vision is to become a force-multiplier in the green building movement.

Due to continued growth and success, we are looking for an Account Specialist to work in our corporate office in Milford, OH. The responsibilities will include superior customer and technical support and product/service management.

Requirements: must be very professional, have high integrity, and have excellent communication skills. The ideal candidate will have experience providing excellent technical support and customer service. This is a customer service focused position and the candidate will be responsible for providing superior technical support in person and over the phone to high profile customers and to our service technicians. The ideal candidate will be technically inclined with HVAC, electrical, and/or controls and troubleshooting experience. CAD experience is helpful.

This position may be ideal for a new engineering graduate or a person with an HVAC and/or electrical certificate or a person with some experience in both who wishes to break into a challenging ground floor opportunity. Bachelor's degree and experience with Excel and Power Point and CAD is desirable, along with strong computer skills. Some travel is required.

Compensation will commensurate with education and experience. Benefits would include medical and dental insurance, short and long term disability, flexible spending accounts, and 401k.

Please send cover letter, resume, salary requirements and at least three professional references via online/email or fax. No phone calls please. NO recruiters please.

To learn more please visit www.melinkcorp.com