



Our Company

SUPERIORITY OF PRODUCT, SERVICES, PEOPLE, AND "THE PRICELESS INGREDIENT".

For over nine decades, Hugh M. Cunningham Companies (HMC), a Diversified Construction Products Sales Agency, has represented commercial, industrial, and residential manufacturers of Plumbing, AC, Waterworks, Fire, Turf, water well and irrigation products for the South- Central USA. HMC Companies are committed to providing exceptional marketing, sales, and distribution with world class customer support to all our strategic partners. HMC accomplishes this mission while enabling our associates to attain career growth, recognition, and security. HMC represents the leading global manufacturers in our industries.

Job Title: Factory Support Specialist

Area of Interest: Plumbing, Fire and Water Works, Irrigation and HVAC

Location: Houston Territory

Job Purpose: Assist end users with challenges they may face in the field with the products our agency represents. Will plan and coordinate activities concerned with the installation of equipment such as Plumbing, Pumping, and HVAC systems, as well as investigate and resolve technical issues, and eliminate future operational or service difficulties. Play a key role in educating customers on features, installation and operation of products purchased and build awareness of products which would benefit them.

Essential Duties and Responsibilities:

- **Advise, instructs, and educates** customers on installed equipment to ensure they meet manufacturer's instructions and specifications. Conduct customer field training in installation operation and maintenance of equipment as well as troubleshooting.
- Provide on-site and over the phone **technical assistance** to customers to help troubleshoot and repair equipment.
- Analyze and review inspection findings to determine corrective action.
- Coordinate **problem resolution** with manufacturers, facilities, contractors, and other personnel involved with project.
- **Analyze reports** of technical problems to determine trends affecting future design, production, service, and maintenance processes, and recommend modifications to eliminate future problems.
- Follow up and communicate with customers to determine **service needs** and ensure a high level of satisfaction with services performed.
- **Document** observations via written reports, photos, and videos.
- Diagnose defects and provide **contractor assistance** with taking apart and reassembling equipment or replace faulty parts and perform testing.
- Maintain technical and **product knowledge** on all equipment within the scope of company projects.
- Develop and **conduct training** on safe operations of the equipment for team members and customers.
- **25% to 50% travel** throughout territory.

Skills and Qualifications:

- Must be technically proficient in Plumbing and HVAC systems
- Mechanically inclined
- Analytical and have excellent problem-solving skills