



**Technical Support Representative
De Pere, WI**

Help our customers keep their washes running.

At Washworld, our Technical Support team is the front line for helping customers solve problems and keep their equipment performing at its best. When something isn't working, they're the calm voice, the problem-solver, and the person who stays with the customer until the issue is resolved.

We're looking for someone who enjoys troubleshooting, takes pride in helping people, and doesn't mind rolling up their sleeves to figure things out.

This role works closely with our Engineering and Production teams while supporting distributors and customers across the country.

What You'll Do

- Troubleshoot technical issues with Washworld vehicle wash equipment
- Help customers diagnose electrical, mechanical, and plumbing problems
- Guide customers through solutions over the phone and follow issues through to resolution
- Answer questions about system features, operation, and performance
- Track and document support activity
- Assist with warranty-related questions and coordinate solutions
- Partner with Engineering to share customer feedback and identify product improvements
- Learn new products and systems to support customers as equipment evolves
- Participate in an on-call rotation for after-hours technical support

What You Bring

- A strong mechanical mindset, you can visualize how things work and troubleshoot step-by-step
- An interest in working with electrical, mechanical, or plumbing components (valves, relays, switches, etc.)
- The ability to stay calm, focused, and solution-oriented when working through problems
- A customer-first mindset, you take ownership of issues and work toward the right solution
- Clear communication and a professional, confident phone presence
- The ability to manage multiple issues and prioritize effectively
- A team-oriented approach, with a sense of humor and the ability to keep things light
- A willingness to learn and continuously build your technical knowledge
- Experience in a technical, manufacturing, or hands-on environment is helpful, but not required

Why Washworld?

- A stable, growing company with a strong reputation and a long-tenured team
- In-office collaboration that actually adds value
- Work that directly impacts our customers, production floor, and the business as a whole



- A culture where people support one another and your contributions truly matter

What You'll Get:

- Competitive pay plus health, dental, and life insurance
- 401(k) match to help you plan for the future
- Paid time off for holidays and vacation, plus paid time to volunteer in your community
- A clean, air-conditioned and heated facility so you're comfortable year-round
- Bi-Monthly birthday celebrations with free food and a chance to connect with coworkers
- Fun company events including our annual picnic, milestone anniversary recognitions, and Christmas party
- A supportive team environment where your work is valued and appreciated – seriously!

Our Non-Negotiable Standards

At Washworld, how we work together matters just as much as the work itself. The following standards guide how we show up for our customers, teammates, and partners every day.

Candidates who thrive here align with these principles:

- **Customer Obsession:** We put customers at the center of every decision and focus on long-term value.
- **Calculated Growth:** We pursue thoughtful, sustainable growth in our people, products, and business.
- **Relationships:** We prioritize partnerships over transactions and value strong collaboration.
- **Accountability:** We take ownership of our work and follow through on commitments.
- **Trustworthiness:** We build trust through honesty, integrity, and responsible decision-making.
- **Golden Rule:** We treat others with respect, kindness, and consideration.

Those interested in applying can do so on our website at www.washworldinc.com/careers

