Copeland™ Technical Specialist Program

What is a Copeland Technical Specialist?

The Copeland Technical Specialist (CTS) program establishes Copeland product experts within wholesale branches to improve customer service and strengthen customer relationships.

Benefits

• The CTS program equips a wholesale branch with a Copeland product expert
• The CTS receives in-depth training on real system applications including interaction with compressors
• The CTS will be better equipped to help technicians to quickly solve problems and system issues, building trust and rapport
• The expertise of the CTS can lead to sales growth for the wholesale branch

In addition to the prestige of being selected, a Copeland Technical Specialist will have access to a number of resources including:

• Free access to all distance learning courses
• Access to the CTS portal
• Access to the right answers

Program requirements

Candidates are required to:

• Attend a Compressor Operation and Service Seminar (COSS)
• Pass the Fundamentals of Refrigeration/AC online course with a 75% or higher
• Attend a week-long Copeland Technical Specialist course in Sidney, OH
• Pass the CTS Exam with a 75% or higher

Certification Continuing Education and ongoing responsibilities

• Attend a monthly continuing education webinars
• Attend an instructor-led or distance learning event every three years
• Attend all mandated training events communicated by Educational Services
• Provide timely and accurate information to technical inquiries from customers – internal and external – via phone or on-site – until the customer is satisfied
• Abide by the CTS Code of Conduct
• Take time to learn any additional materials that are sent after completion of the program
• Suggest improvements to the Copeland Technical Specialist program to better achieve its goals as the industry evolves

Who should be nominated?

Candidates would be selected based on their current technical knowledge and communication skills. Attributes required for selection to the program include:

• Employee is in good standing
• Knowledgeable
• Experienced
• Engaging
• Quick thinker
• Quick learner
• Presentable
• Durable

All wholesalers will need to submit a nomination request to their Sales Manager. Both the Wholesaler Manager and the Sales Manager must sign the nomination form and forward to Educational Services.

Want to participate?

For an up-to-date class schedule, please visit our website Emersonclimate.com/education.