

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

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.



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

Want to participate?

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