



FIELD SERVICE TECHNICIAN

FLSA: Non-Exempt Hourly
Location: Assigned Service Center
Reports to: Service Manager

Shift: 7:00 a.m. to 4:00 p.m.
Department: Service
Date: June 20th, 2019

Position Summary:

The Field Service Technician interacts with our external customers to provide excellent technical customer service and repair and works closely with the Service Manager and internal staff to keep the service department running efficiently.

Essential Functions:

The list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary from time to time.

- Respond to customer's service/work order requests by providing excellent customer service in giving detailed explanations to customers regarding the condition of their equipment, assessment of work to be performed and status of work order upon completion of visit to customer site. Build rapport with customers through effective communication, interpersonal skills, and professionalism.
- Perform routine, preventive maintenance and repairs along with installation of air compressors, air dryers, pumps, and vacuum equipment.
- Be willing and able to be on-call for a week at a time, in rotation with other technicians at the Service Center, to respond to service calls after business hours (before 7:00am, after 4:00pm, and weekends); may include fielding and managing calls from customers and/or visiting a customer's site to safely troubleshoot and/or repair the issue, if feasible.
- Troubleshoot and perform diagnostic assessments to determine probable cause for malfunctions and to suggest and perform repair for the customer with customer approval.
- Collect oil samples, complete all information required on the sample, then seal properly for shipping.
- Complete all appropriate paperwork in detail that supports the condition of the equipment, what actions were taken at the customer site and what additional service/repairs may be needed or if work was completed to customer's satisfaction along with a signature by the customer.
- Occasionally assists Service Manager with preparing service quotations.
- Responsible for maintaining and properly tracking Company tools and van inventory and keeping Company property in good working condition; notifying management if there is a need for repair or replacement of Company property.
- Complete all assigned safety training and be an advocate of safety, following Company policies and procedures to ensure the safety of you and others around you at all times.
- Progress through the Company's Good-To-Great Program to ensure development of knowledge, skills and ability to perform quality service for our customers.
- Excellent attendance, punctuality and a positive attitude are essential to this position.

Additional Functions as Assigned:

- Assist the Technical Trainer with the training plan for new hires at the Branch level.
- Assist in developing new training programs if selected.
- Help conduct employee training on new products and processes.
- Conduct Mini-Training on selected topics at Branch Monthly Training Sessions.
- Assist Managers & Technical Trainer in writing SOP's, as experience dictates.
- Assist with evaluating branch Technician's skills/performance and communicate with Technical Trainer the training needs of technicians.



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Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High School Diploma / GED equivalent is required; however, a 2 year technical degree or higher is preferred.
- Three (3)+ years of maintenance and repair experience is preferred to include but is not limited to mechanical, electrical, electronics, hydraulics, and pneumatics. Experience in HVAC, refrigeration, pipe fitting, programming PLCs and welding is preferred, but not required.
- Must have own basic tools; job specific tooling will be provided or evaluated upon request.
- Basic computer skills with Microsoft Word, Excel, and Outlook, and the Internet.
- Be self-motivated and possess excellent time management skills with a strong sense of customer service and the ability to meet deadlines.
- Ability to work independently and as a team player with internal and external staff members.
- Solid organizational skills with the ability to multi-task and be detailed oriented.
- Possess and maintain a valid Driver’s License and be willing to travel overnight on an occasional basis.
- Willing to work overtime during the week and on weekends when needed or job requires with little notice and be on call for a week at a time, including holidays.
- Ability to effectively communicate and understand the needs of others, both in writing and verbally, with people of various educational and technical backgrounds, both inside and outside the company.
- Previous experience with pumps, compressors, refrigeration, piping, and vacuum equipment is an asset, but not required.

Physical Demands:

- The employee must regularly lift and/or move up to 50 pounds, occasionally lift and/or move up to 100 pounds.
- Ability to work in various industrial environments including extremes in hot and cold temperatures with continuous walking, bending, reaching, climbing, and kneeling.
- Must wear and use proper PPE at all times, in all applicable areas.

Employee Review / Acknowledgment:

I acknowledge that I have read the job description and I understand what would be expected of me. Brabazon reserves the right to change or reassign job duties or to combine positions at any time. I also understand that I am an At-will employee and the job description does not constitute a contract of employment.

Employee Name – Please Print

Employee Signature

Date

Manager’s Signature

Date