



<b>Job Title:</b> Field Service Technician	<b>Reports To:</b> Regional Program Manager/Branch Manager/Service Manager
<b>Department:</b> Service	<b>Supervises:</b> No direct reports
<b>Revision Date:</b> 4/2009	<b>Fair Labor Standards Act (FLSA):</b> Non-Exempt

## Job Summary:

The Field Service Technician is responsible for providing customer service including preventative maintenance (PM), troubleshooting and repairing specified commercial coffee/kitchen equipment. Communication to the customer and supervisor regarding service activities is essential.

## Essential Job Functions

- A flexible schedule is required. A periodic schedule of PM's may be performed at night between 9 pm and 5 am and is considered part of the normal work day. A day schedule of 8 am to 5 pm is also considered part of the normal work day. Work schedules will be communicated in advance; however circumstances may require changes to the schedule.
- Punctuality and attendance are crucial
- Must be able to properly troubleshoot and repair commercial food equipment and/or refrigeration equipment
- Perform preventative maintenance tasks
- Perform installation service
- Fill out work orders and PM checklists completely and legibly
- Communicate with supervisor or dispatch upon arrival and departure from assignment
- Define service problems, collect data, establish facts and draw valid conclusions about work needed to be performed
- Create estimates and proposals as needed
- Effectively communicate with the following individuals:
  - Customers - regarding repairs
  - Supervisor or Dispatch - regarding status of service (via cell phone)
  - Parts - to order correct parts
  - Account manager or program manager on difficult calls
  - Technical support department, as needed, for assistance in diagnosing and repairing equipment
  - Equipment manufacturers, as needed, for help diagnosing problems with the equipment
- Return to warranty coordinator all warranty parts
- Maintain company supplied hand tools as well as tools required for the position
- Operate a full-size van in a safe and courteous manner and maintain an excellent driving record
- Maintain company vehicle, including: cleanliness, organizing company inventory, keeping it fueled and serviced with regular oil changes and other maintenance services
- Must be able to use laptop computer
- Participate in continuous education – industry certification training is available and will be expected
- Obtain additional licenses and certifications as appropriate
- Other duties as needed
- Must be available for overtime calls and weekend service schedules. On call service schedules are on a rotation basis.

**Physical Demands:**

- Must be able to climb stairs and ladders and lift and carry 75 pounds
- May be required to push a load across the floor of 150 lbs
- The job requires walking, standing, driving, sitting, squatting, kneeling, reaching overhead, twisting and turning for the better part of 8 hours
- Must be able to use hand for fine manipulation of hand tools

**Minimum Qualifications**

- High School diploma or GED
- Refrigeration technicians must be EPA certified
- Must have a valid driver's license from the state in which they are applying and must be insurable by our auto insurance company
- Must pass pre-employment drug screen and background screen
- Familiarity with commercial kitchen equipment, and/or refrigeration equipment a plus but not necessary if starting in the training program
- Must be highly safety conscious
- Abide by lockout/tagout training
- Able to work individually or as a team member with customers, co-workers and factory personnel
- Job requires excellent organizational skills, must be a motivated, self-starter, able to follow through on duties and assignments with minimal supervision
- Able to concentrate, handle pressure, meet deadlines and pay attention to detail

**Approved**

_____	_____
Employee	Date
_____	_____
Supervisor	Date
_____	_____
Human Resources	Date

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.