



POSITION: Service Repair Technician
REPORTS TO: Warehouse Manager
DEPARTMENT: Service
HOURS: VARIED
APPROVAL: November 29, 2016

OVERALL JOB PURPOSE

Maintain equipment repairs on site at customer's locations. Troubleshoot and repair equipment upon customer request. Perform scheduled planned maintenance service as well as service calls. Schedule service repairs to ensure proper and timely repairs are completed. Coordinate with dispatch daily. Maintain accurate paperwork on repairs performed.

ESSENTIAL FUNCTIONS:

- Must have working knowledge of troubleshooting, diagnosing and repairing floor care equipment, auto scrubbers, vacuums and electrical systems
- Picks-up and delivers equipment or repairs on-site
- Provides customer training on the use and maintenance of service equipment
- Follows all applicable safety guidelines, government regulations, company's safety manuals and/or stated safety policies
- Follows-up on all customer requests and questions to ensure appropriate response is made and customer is satisfied
- Maintains a service van and its inventory
- Process paperwork upon completion of each repair performed. Maintain a professional appearance and attitude
- Treats all customers, both internal and external, with respect and courtesy
- Delivers excellent customer service to internal and external customers
- Fill in as Warehouse Person/Driver as needed

EDUCATION: H.S. diploma or equivalent experience required. Technical school graduate preferred.

EXPERIENCE: 1-2 years experience in warehouse/distribution environment.

ABILITIES:

Mechanical and electrical aptitude required. Good written and verbal communication skills and customer care skills are necessary. Valid driver's license, good driving record, and ability to safely operate equipment. Spanish/English Bilingual preferred. Able to lift up to 75 lbs.