

Field Service Technician

We are looking for a responsible Field Service Technician to maintain and repair Industrial batteries and equipment. You will represent our company in a professional and cost-effective manner to increase our profitability and customer satisfaction.

Responsibilities

- Above all, ensure that safe practices are followed in all aspects of daily activities.
- Maintain the premium degree of quality repairs and customer satisfaction.
- Diagnose / troubleshoot batteries, chargers, and related equipment accurately the first time.
- Ask for feedback on provided services and resolve clients' complaints.
- Occasional Overtime.
- Operate material handling equipment and vehicles in a safe manner.
- Maintain regular communication with shop manager, parts department, and dispatchers to expedite repairs and service.
- Perform on-site repairs in the field as needed in a fast-paced and frequently high-stress environment
- Manage and maintain company provided new/used inventory, tools, and equipment for repairs.
- Maintain timely and accurate accounting of labor hours, work orders, parts used for inventory, and other customer-related paperwork.
- Conduct necessary equipment performance and diagnostic tests, to interpret results and makes an independent decision as to the extent of the repair.
- Use troubleshooting methods to repair and diagnose equipment failures and perform repairs according to Company standards.
- Complete logs and reports.
- Follow DOT regulations and safety standards
- Infrequent out of state travel (average route 700 miles round trip)
- And other duties as assigned.

Required Qualifications

- Detail oriented, organized, and capable of working efficiently in a high-pressure environment with minimal or no guidance.
- Ability to read schematics, diagrams, blueprints, etc. to assist with repairs and/or diagnostics.
- Some mechanical experience required.
- Communicate clearly and concisely, both orally and in writing.
- Electrical appliance maintenance and repair experience preferred/not required.
- Strength to lift up to 75 Lbs., pushing, pulling, twisting, bending, and kneeling required.
- Valid professional driver's license. DOT Card required (Can be acquired after employment begins).
- Ability to operate material handling equipment in a variety of weather and traffic conditions.

- High school degree.
- Must be able to pass drug test and lead test.
- Basic computer skills.
- Basic math skills.
- Customer service skills.
- Legally eligible to work in the United States.

Benefits and Compensation

- \$20 - \$28 per hour negotiable (starting wage dependent on experience), 40 hour work week*
- Health Insurance
- 401k available pending eligibility
- PTO

*Hours Monday – Thursday 8:00-5:00 Friday 7:00-4:00. Occasional Overtime.

This job description is intended to describe the general nature, complexity and level of work to be performed by employees assigned to this position, and is not to be construed as an exhaustive list of responsibilities, duties and/or skills required. It does not prescribe or restrict the work that may be assigned. Furthermore, this does not establish a contract for employment and is subject to change at the discretion of the company.