

This job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. To perform this job successfully, the employee may be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws. Job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

POSITION SUMMARY: The **Technician** performs maintenance and service repairs on commercial food service equipment. Installs replacement parts for existing units according to specifications and established safety guidelines.

ESSENTIAL FUNCTIONS: *(Essential functions may include, but are not limited to, the functions listed below)*

1. Diagnoses problems with equipment.
2. Communicates the condition of equipment and the proposed repair plan to the customer.
3. Repairs equipment to operate at factory specifications.
4. Legibly completes paperwork for all services performed on behalf of the customer.
5. Consults with the Parts Department to get parts ordered and the Service Department to get follow up calls scheduled.
6. Installs all parts ordered for the customer in a timely and professional manner.
7. Follows safe work practices and accident prevention procedures.
8. Maintains a neat and orderly truck, along with accurate part and tool inventory.
9. Maintains required productivity levels.
10. Provides technical support for our staff and other technicians.
11. Consults with manufacturers, sales reps, dealers, and customers.
12. Promotes and recommends other services provided by the Company to customers.
13. Other duties as assigned by management.

RESPONSIBILITIES OF THE POSITION:

STAFF/PUBLIC CONTACT – Requires establishment and maintenance of effective working relationships with those contacted in the course of work. Requires effective communication with customers, clients, and coworkers.

SUPERVISORY RESPONSIBILITIES – Non-supervisory position

SUPERVISION RECEIVED – Reports to the Service Manager. Carries out duties and responsibilities with limited supervision. Makes decisions and establishes work priorities on essentially procedure-oriented operations.

DECISION-MAKING – Requires making decisions that affect other people, the financial resources, and/or the image and reputation of the organization. Requires ability to make sound decisions compatible with prior instructions and experience.

ESSENTIAL JOB REQUIREMENTS:

EDUCATION / EXPERIENCE *(Related education and experience may be interchangeable on a year for year basis)* -

Requires a high school diploma or its equivalent. May be required to complete an apprenticeship and/or formal training in area of specialty. Requires a minimum two (2) years of education and/or experience in food service equipment repair, or in a related area. Background experience in gas, electric, plumbing, and steam repairs preferable.

REQUIRED LICENSES / CERTIFICATIONS – Valid Driver License. CFESA certification and any others as required by Alpro Service.

REQUIRED KNOWLEDGE – Customer and Personal Service, Mechanical, Engineering and Technology, Production and Processes, Safety and Security, Sales and Marketing, Computers.

REQUIRED SKILLS – Systems Evaluation, Equipment Maintenance, Equipment Selection, Installation, Operation Monitoring, Quality Control Analysis, Repairing, Troubleshooting, Time Management, Service Orientation. Ability to read wiring diagrams and parts schematics.

PHYSICAL REQUIREMENTS - Essential and marginal functions may require maintaining physical condition necessary for lifting, moving, and standing for extended periods of time (may be in awkward positions), bending, stooping, walking, and stretching; moderate to heavy lifting and carrying (up to 50 pounds); and operation of motorized equipment and vehicles.