



## **Field Service Technician**

### **Requirements**

- A self-starter with experience in refrigeration system service, customer support, spare parts.
- Organized individual with good customer interface skills
- Minimum of 5 years experience HVAC system service
- Military experience a plus
- Technical degree desired, but not required
- Stable, reliable, low absenteeism record
- Willing to travel and work overtime
- Excellent verbal and written communication skills
- Works well with others

### **Responsibilities**

- 1) Primary point of contact at customer's work site.
- 2) Coordinate field service calls, along with working in manufacturing environment assembly. Insure complete service reports are submitted on a timely basis, capturing related costs for warranty or invoicing.
- 3) Process product returns including diagnosis, determination of warranty or provide input for quote to repair. Follow-up with customers.
- 4) Collect data for field problems, returned products, warranty, customer complaints, etc.
- 5) Support sale of spares by processing requests for spares including identifying correct parts and estimating prices.



- 6) Establish and conduct system operation and maintenance training programs for customers both in-house and at customer sites including high level how it works to detailed maintenance, trouble shooting and repairs.
- 7) Support engineering in ECU system design with feedback and input on system serviceability.