

Position Title: Hourly Portable Service Technician
Department: Portables
Reports to: Portables Division Manager
FLSA Status: Non-Exempt – Fulltime

Job Summary:

The Hourly Portable Service Technician is responsible for the service and sales of fire extinguishers, emergency lighting, fire hoses, kitchen fire systems, and any related Life Safety items deemed applicable. The technician acts as a liaison between the customers and the company by providing exceptional customer service. This position interfaces with customers, our Customer Service Department, and shop technicians at the department manager's direction.

Essential Duties and Responsibilities: *The following list is intended to describe the general nature and level of work performed by employees in this classification. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and qualifications required of employees assigned to this job. The employer reserves the right to change or assign other duties to this position. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.*

- Complete scheduled work as assigned in the shop or at customer facilities
- Operate, test and recharge fire-fighting equipment
- Maintain test and recharge equipment in good working condition
- Prepare and review invoices and recommendations with customers
- Identify and resolve customer complaints
- Perform semi-annual kitchen suppression system inspections
- Perform exit and emergency light inspection/repair
- Provide fire extinguisher training for customers
- Attend departmental, planning and company meetings
- Maintain a driving record that is in good standing

Job Requirements:

- High School diploma or equivalent
- Acceptable driving record (last 3 years)
- Sales and customer service experience
- Scheduling and routing experience
- Experience working with hand tools
- Computer knowledge
- Ability to lift 75+ lbs.
- Ability to stand/walk for up to 8 hours
- Ability to work on a ladder

Preferred Skills:

- Mechanical aptitude
- Problem solving ability
- Highly organized and detail oriented
- Must be a team player

Goals:

- Must meet service time standard goals
- Must obtain NAFED/ICC certification

Work Environment:

- Work offsite at customer facilities – may be clean/unclean conditions, hot/cold conditions
- Work in the company shop when directed, full or partial days
- Use of company vehicle
- Work may include a lot of walking and climbing ladders
- Work may be outdoors
- Must wear steel-toed shoes

Scheduling requirements of this position:

- Able to work a minimum of 40 hours per week, overtime may be required
- Primary window of availability from 6:00 AM – 4:00 PM. Shop work will generally occur from 6:30AM to 3:00PM.
- Communicate availability of early morning, evenings, or overnight with manager in weekly or 2-week periods minimum.
- A company vehicle will be provided, as such, up to 2 hours daily of unpaid commute time (relative to Company's address) may be required

We Offer:

- Medical, dental and vision benefits following 30 days of employment
- Paid PTO during your first year
- 7 paid holidays
- 401(k) plan with company-matched funds
- Company-logo work attire provided
- Company-paid life insurance, long term disability insurance, and AD&D
- Option to purchase supplemental benefits
- Possibility to get company vehicle when able to work independently
- Referral Program

Direct Applicants Only - No Third-Party Recruiters-

For consideration: Please click on the link below to complete our employment application and click on **Apply Now**.

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=50070&clientkey=B3461F1775AA9797B783C3E205FB6330>

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