



Service Technician

Position Description

I. PURPOSE/FUNCTION (JOB SUMMARY):

This position is responsible for trouble shooting, repair, and placement of vending machines and equipment at various resorts and other retail establishments, factory, institutional, and school locations.

II. ESSENTIAL FUNCTIONS:

- Will perform trouble shooting of vending machines and equipment which are not functioning at optimum capacity, at the site of the customer, and in the shop.
- As functional problems with machines and equipment are diagnosed, will order/provide needed parts and make necessary repairs to assure equipment is operational in a timely fashion.
- Notifies Service Manager of necessary parts needed and inventory levels of same, to assure appropriate parts inventory levels at all times
- Performs preventative maintenance and inspections on equipment to assure safe operations and compliance with food and beverage and health department regulations.
- Performs routine and complex maintenance and repair of equipment in the presence of customers and end users, while many times, customers are waiting to use the machines and equipment.
- Works with a wide variety of maintenance challenges such as mechanical part repair, electrical repair consisting of low voltage, refrigeration, and in some cases, computer chip technology.
- Repairs at the customer sites are within a 50 mile radius of Wisconsin Dells.
- During slow times, may perform machine cleaning, repair, and refurbishment in Shop.
- Must have the consistent ability to appropriately interact with customers while providing professional repair functions
- Any other associated function required to complete the tasks assigned by the Manager.

III. KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Basic mechanical and electrical aptitude
- Must be trainable in a reasonable time frame to our equipment, process, and culture
- Must be customer oriented and able to work in an environment where customer satisfaction is primary

- Prefer candidates with previous service experience, or classroom training and education, or both
- Must be able to lift, push, pull, significant weight, and able to walk, sit, stand, and bend repeatedly, in performing maintenance and repair.
- Ability to work with and repair refrigeration is desirable
- Ability to work flexible shifts and hours for extraordinary needs is desirable.
- Must have acceptable driving record.
- Computer knowledge is a plus

IV. WORK HOURS

- Day shift