



## Service Technician

### Position Description

#### I. JOB SUMMARY:

- This position is responsible for ensuring that the hardware they're responsible for servicing, repairing, or cleaning is kept in good working order and is correctly diagnosed if any problems arise. Their general range of duties include

#### II. ESSENTIAL FUNCTIONS:

- Perform machine cleanings, installs, repairs, and refurbishment in the shop or with customer.
- Trouble shooting of beverage, vending, and slushy machines and equipment which are not functioning at optimum capacity.
- Notify the Service Manager of necessary parts needed and when inventory levels are low.
- Communicate with site management and Holiday Wholesale Management to explain service issues and amount of time and money estimate to make repairs.
- Perform preventative maintenance and inspections on equipment for safe operations and compliance with food, beverage, and health department regulations.
- Have the ability to appropriately interact with customers while providing professional repair functions.
- Perform routine and complex maintenance and repairs to equipment in the presence of customers while customers are waiting to use the machines and equipment.
- During slow times, work with other service and Maintenance departments to remove snow, make building repairs, and other maintenance work.
- Travel to customers' place of business to perform repairs with occasional overnight travel.
- Order and provide needed parts and make necessary repairs to ensure equipment is operational in a timely fashion.
- Work with a wide variety of maintenance challenges such as mechanical parts repair, electrical repairs consisting of low and high voltage, refrigeration, and in some cases, computer chip technology.
- Any other associated function required to complete the tasks assigned by the Manager according to the Team Member's skills and abilities.

#### III. KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Basic mechanical and electrical skills required.
- Detail oriented.
- 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.
- Be able to lift, push and pull significant weights, walk, sit, stand, and bend repeatedly.
- Ability to work flexible hours.
- Must have an acceptable driving record.

#### IV. WORK HOURS

- Monday – Friday 7:00am – 3:30pm
- Hours vary depending on workload.