

Senior Service Technician (Team Lead)

Reports to: Operations Manager, Compressed Air & Equipment Division

Purpose: Installation and service on compressed air systems for customers.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- Oversees technician's daily service needs.
- Assists in on-the-job training of entry level service technicians.
- Helps technicians with onsite troubleshooting.
- Provides on-call technical assistance.
- Performs maintenance and service on compressed air systems for customers.
- Performs work in the shop, or at customer locations which can include overtime and overnight assignments.
- Find solutions for repair, installation, or service issues on compressors, blowers, etc.
- Preparing service orders, timesheets, and expense reports accurately and timely.
- Executes factory authorized warranty repair on compressed air systems.
- Adheres to all customer requirements while on job site.
- Communicates machine issues, problem resolution plan and status of repairs to customer while on job site.
- Seeks to acquire new service business, maintenance contracts with existing and potential customers.
- Responsible for up-keep of company issued tools and equipment used for servicing customer compressors both in our store and at the customer's place of business.
- Responsible for up-keep of company issued service truck.
- Participates in company paid training programs as required by compressed air manufacturers.
- Performs other duties as assigned.

Skills/Qualifications: To perform this job successfully, and individual should demonstrate the following:

- Leadership skills
- Problem Solving
- Selling to Customer Needs
- Develops Alternative Solutions
- Solicits Customer Feedback to Improve Service
- Upholds Safety Standards
- Respects Company Property

- Takes Responsibility for Own Actions
- Self-Directed
- Timeliness and Dependability
- Market & Product Knowledge
- Prioritizing and Planning Work Activities
- Meets Commitments
- Respects Others
- Willingness to Work Longer Hours to Meet Customer Demands

Computer Skills: To perform this job successfully, an individual should have the ability to search inventory on hand quantities in our inventory software and ability to prepare sales quotes and orders for our customers in service billing and order processing software.

Education: High school diploma or general education degree (GED); minimum of 5 years related experience and training in compressed air systems with a strong electrical/plumbing/mechanical aptitude. HVAC experience a plus.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals.

Physical Demands: While performing the duties of this Job, the employee is regularly required to sit and drive a vehicle. Specific vision abilities required by this job include close vision, distance vision, peripheral vision. Employee is regularly required to talk, hear, stand, walk, bend and reach, lean and twist. Lifting up to 50 lbs. is customary. Employee may occasionally be required to lift up to 100lbs of product inventory.

Employee Classification: Full-Time Nonexempt Position to be paid hourly; entitled to overtime pay under the specific provisions of federal and state laws.

Other: Valid Driver's License is required.