



Date: December 1, 2016

Job Title: Field Service Technician

Reports to: Service Manager

Location: University Park, IL

Division: KTSV-IL

SUMMARY:

This position is primarily responsible for installation, troubleshooting, performing routine service, modifications, and preventative maintenance on trailer components, including but not limited to:

- HVAC and Chiller systems
- High voltage electrical systems
- Low voltage electrical systems
- Hydraulic systems
- Garage roll doors
- Lift Gates
- Generators

This position will also be responsible for establishing and maintaining proper business relationships with customers and peers, by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

- Serves existing accounts by analyzing work orders; plans daily travel schedule, investigates complaints, conducts tests, and resolves problems.
- Maintains rapport with customers and examines complaints, identifies solutions, suggesting improved methods and techniques and recommending system improvements.
- Keeps equipment operating and follows operating instructions; troubleshoots breakdowns; maintains supplies; performs preventive maintenance and calls for repairs.
- Documents service and installation actions and completes forms, reports, logs, and records.
- Maintains customer confidence by keeping service information confidential.
- Maintains a safe and clean working environment by complying with procedures, rules, and regulations.
- Updates job knowledge and participates in educational opportunities.
- Provides preventative and corrective field mechanical service on equipment on site at client locations.
- Directs, coordinates, and assists with scheduled and unscheduled equipment repairs and maintenance.
- Represents the company in a professional manner at all times.
- Follows all Health, Safety and Environmental procedures.
- Demonstrates proficiency in accurately and efficiently diagnosing and repairing mechanical problems.
- Responds to emergency maintenance calls.
- Submits accurate maintenance reports and other necessary paperwork.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Project Management - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget.
- Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Interpersonal

- Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Organization

- Business Acumen - Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.
- Cost Consciousness - Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.
- Diversity - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- Strategic Thinking - Develops strategies to achieve organizational goals; understands organization's strengths & weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions.

Self-management

- Follows company safety rules: **SAFTEY FIRST and Always and there isn't a close second in terms of priorities!**
- Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

- Motivation - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.
- Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

Strong technical background with one to two years related experience and/or training.

HVAC Certificate a plus.

Electrical Certificate a plus.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Internet Software;

Spreadsheet Software (Excel); Inventory Software; Order Processing Systems; Project Management Software; Word Processing Software (Word); and Electronic Mail Software (Outlook).

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid driver license and acceptable motor vehicle record.
- HVAC (a plus)
- Electrical (a plus)

OTHER SKILLS AND ABILITIES:

- Excellent organizational, leadership, interpersonal communication and computer skills.
- Clear and conceptual thinking ability is a plus.
- Excellent judgment and discretion; ability to handle multiple priorities simultaneously, meet deadlines, and handle work-related stress is required.
- Friendly, courteous, service-oriented, professional, outgoing, and customer service oriented.
- Remain calm and professional in stressful situations.
- Detail-oriented and work effectively under pressure while meeting all applicable deadlines.
- Must be able to work independently and productively with minimum supervision.
- Recognize problems, identify possible causes and resolve routine problems.
- Ability to establish and maintain professional atmosphere for employees, clients and customers.
- Ability to read and follow Blueprints.

OTHER QUALIFICATIONS:

- At least one to two years of associated work experience.
- Experience in troubleshooting, analyzing information, client relationships, equipment maintenance, reporting skills, quality focus, and supply management.
- May require travel on an as needed basis.
- Able to work a flexible schedule to include weekends and holidays.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand, walk, climb, balance, stoop, kneel, and crouch

The employee must occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

While performing the duties of this job, the employees will, perform repetitive actions, work with solvents and glues, work from heights and encounter confined spaces on occasion.

Job Description

JOB TITLE: Field Service Technician

ACKNOWLEDGMENT:

I have read and acknowledge receipt of this job description for Field Service Technician and agree to perform the responsibilities as described above. I understand this job description is intended to describe the general nature and level of work performed by person assigned to this classification. It is not intended to be an exhaustive list of all responsibilities, duties, and skills required of employees who hold this position.

Manager

Employee Signature

Date

Date