

S. Freedman & Sons

Job Description

Job Title: Repair Technician
Reports To: Repair Shop Manager
FLSA STATUS: Exempt

GENERAL PURPOSE:

This position is charged with program installation, maintenance, and technical support. Our desired end-state is completely satisfied customers that lead to product and program compliance, long-term retention, and provide a virtuous business and organization growth cycle.

ESSENTIAL DUTIES AD RESPONSIBILITIES:

- Installing, supporting/servicing assigned equipment, including mechanical warewash, and laundry dispensing equipment customers.
- Selling to customers in a commercial warewash and laundry environment.
- In-depth knowledge of respective equipment, service, maintenance, trouble shooting, chemical product interactions, and procedures.
- Interact with customers in a positive manner, daily. A high level of customer context and interaction.
- Manage work order workload and complete on time with excellence
- Support year-to-year volume and profit results, improve customer retention, and deliver superior customer service.
- Works collaboratively with peers, and technical support teams.
- Understand all regulatory and safety requirements in the areas that affect our mechanical Warewash and on-premise laundry program.
- Meet equipment and service requirements both internally and externally.
- Establish and cultivate key customer relationships where appropriate/necessary so that we have a clear path to solve problems quickly, as defined by the customer, and grow the base business.
- Adjust to competitive, industry and external customer environments - locally and regionally.
- Receives general direction to ensure streamlining of business needs.
- Train others as needed.
- Other duties as assigned.

QUALIFICATIONS:

- Experience traveling within a 50-mile radius of Washington, DC. (Locations in geographic areas based on business need)
- Motivated with the ability to work independently, is essential.
- Background working with commercial dish machines and commercial laundry equipment, hand tools, electrical systems and plumbing.
- Commercial mechanical warewash equipment and chemical dispensing pumps expertise. This also includes proficiency and ability to read schematic drawings.
- Excellent working knowledge of appropriate tools, data, implements and service needs.

- Proficient in laptop and tablet technology to include but not limited to Word, Excel, PowerPoint, and mechanical warewash and on-premise laundry program controllers/programming.
- Must have a valid driver's license with a clean driving record and pass a drug test.
- Bi-Lingual a plus.

PHYSICAL REQUIREMENTS:

- Lift, push, pull, lower and carry objects up to 50 lbs.
- Climb up and down a vertical ladder.
- Climb up and down stairs.
- Stand, sit, and/or walk for long periods of time, twist, bend at the knees, stoop, kneel, squat, crawl, and reach for purposes of installing and maintaining equipment. Surface: concrete, asphalt (uneven surfaces).
- The ability to work in extreme temperatures both hot and cold, generally in warehouse conditions including wide variances in temperature, dust and dirt
- The ability to give and discern the various visual and audible alarms and signals for equipment startup, evacuation, and fires
- Candidate must be able to operate a motor vehicle, and spend approximately 30% of the day in the car traveling from accounts safely in city, rural and expressway conditions