

Refreshment Services, Inc.

JOB DESCRIPTION

Job Title: TECHNICIAN

Department: VENDING

Reports to: SERVICE SUPERVISOR

Exempt status: NON-EXEMPT

*General purpose of the position:* To maintain, install and/or repair all company-owned vending machines, fountain machines and coolers.

*Duties & responsibilities:*

- Deliver, unload and install all new equipment and/or equipment upgrades, to customer locations as directed by order tickets. Equipment may be any of the following: vending machines, post-mix fountain machines, pre-mix fountain machines, or coolers. Obtain customer signature on ticket as acknowledgement of delivery.
- Respond to service repair calls by traveling to customer location to diagnose equipment problem. Make necessary repair on site, if able. If unable to repair on-site, return equipment to the plant for repair. Replace problem equipment, if necessary. Complete necessary paperwork regarding equipment problem and resolution. Obtain customer signature as acknowledgement of issue resolution or equipment replacement.
- Load and deliver all “special events” orders to the event site. Hook up portable machines & CO2 tanks, install product. Deliver other necessary supplies; cups, signs, banners, etc. Obtain customer signature as acknowledgement of delivery. Upon completion of the Special Event, Technician will also pick-up all delivered equipment.
- Other duties as assigned.

*Education & experience:*

- Must have 6 months work experience making basic mechanical or electrical repairs using basic hand or power tools; or equivalent education; or a combination of both.
- Must obtain HVAC license within 60 days upon hire.
- High school diploma or GED required.
- Must have a valid driver’s license. Motor Vehicle Record must show no more moving violations than are allowed by our Driver’s License policy.

*Skills & abilities:*

- Knowledge of refrigeration units preferred.
- Knowledge of electrical systems preferred.
- Must have good customer service skills.
- Must have basic mechanical aptitude.
- Must be able to frequently lift up to 60 lbs.
- Must be able to use basic hand tools, such as: pliers, cutters, pinchers, drill, etc.
- Must be able to follow written and oral instructions.

*Physical demands:*

- Repetitive lifting of up to 60 lbs. Occasional lifting of up to 100 lbs.
- Frequent pushing, pulling, bending, stooping, climbing, reaching, twisting, standing and walking.
- Work in varying job conditions including; heat, cold, damp, inside, outside.