



# CONVEYOR HANDLING COMPANY

## Material Handling Solutions That Work

### FIELD SERVICE TECHNICIAN I

Seeking a mechanically skilled, career-minded, customer-focused service technician to join our service team. This position offers the opportunity to work in a fast growing and dynamic company with a competitive benefits package.

The successful candidate must show:

- Strong mechanical and electrical working knowledge of maintenance, troubleshooting and repair of automated conveyor systems, pneumatic systems and other material handling equipment
- Computer literacy and organization
- Interpersonal and communication skills and possess excellent customer service skills

The preferred candidate will provide comprehensive technical support to our customers to include installation, maintenance, troubleshooting and repair of powered and non-powered conveyors, and warehouse storage systems.

#### Responsibilities

- Effectively evaluate equipment, and recommend and perform appropriate, cost-effective, quality repairs, and maintain a variety of industrial equipment
- Communicate regularly by phone and in person with team members, parts representatives, technical specialists, dispatch, lead service techs, and customers
- Exhibit a professional demeanor and promote goodwill between the company and customers by providing excellent customer service
- Submit electronic work orders efficiently and accurately using company provided tablet
- Accurately record time spent and parts used for each job
- Regularly observe customer sites and assess customer needs
- Adhere to all safety regulations, company policies, and customer safety and housekeeping guidelines
- Travel extensively through territory daily in company-provided service van; technician must maintain service vehicle in a clean, organized, cost-effective, working order; company will cover maintenance expenses

#### Qualifications

- Previous experience working on conveyor systems (preferred)
- Must own a set of basic mechanic's tools; specialty tools will be provided
- Must be able to read schematics, maps, blueprints and manuals
- Must be able to lift heavy mechanical components (50 lbs.) on a daily basis
- Experience maintaining industrial equipment OR technical/mechanical certificate
- Welding and fabrication skills desirable
- Computer literacy
- Must possess a valid driver's license with good driving record
- Must be able to successfully pass a pre-employment background check and drug/alcohol screening