

# Service Technician



<b>Job Code</b> <b>SVC-035</b>	<b>Job Department</b> <b>Service</b>	<b>Job Location</b> <b>Varied</b>
<b>Reports To</b> <b>Team</b> <b>Supervisor/Department</b> <b>Manager</b>	<b>FLSA Status</b> <b>Non Exempt</b>	

**Position Summary**

This skilled position represents Hillyard within the local marketplace while performing a variety of routine support activities in a field service function. Interacting with customers on a routine basis by providing critical support to our customers providing troubleshooting and repairing of technical/mechanical equipment failures in the field. Reports design, reliability, and maintenance problems through our field management software.

- Essential Functions**
- Diagnose and repair of commercial cleaning equipment either in our local DC or on location at a customer site.
  - Completion of all required reporting of service work performed, time sheets, and other reports set forth by Service Region Manager
  - Ensure all training and certifications required for position are maintained in an up to date and timely fashion.
  - Maintain and account for all parts inventory in a company vehicle and operate it in a safe manner while out visiting customers.
  - Provide repair status and updates to Service Support and read and respond to any other communication channels like email, teams, and cell.
  - Serve as key customer contact and communicate any changes to Sales or Region Manager
  - Be an exemplary proponent of safety while performing your duties that would include but not limited to utilizing battery lift, complying with company safety guidelines and DOT, securing all cargo properly, and maintaining/repairing vehicle engine, oil, tires.

## Supervisory Responsibility

No

## Education

Preferred/Required	Education Level	Description
Required	High School or GED	

## Experience

Minimum Years of Experience	Description
4	4 years relevant experience and training; or equivalent combination of education and experience

## Licenses & Certifications

Preferred/Required	Certification Type	Description
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## Qualifications

### Qualifications

Excellent communication and customer service skills

Strong organizational skills and attention to details

Ability to work independently with little direct supervision

Demonstrated levels of product knowledge, obtained through hands-on experience

Demonstrated mechanical, electrical, troubleshooting skills. Must have the ability to read, understand, and follow, electrical and parts diagrams.

Must have the ability to use variety of basic electrical testing, diagnostic equipment and have a thorough understanding of AC and DC electrical theory.

Computer skills including MS office and SAP applications and keyboard functionality.

Language skills including the ability to read, write and speak English and interpret documents such as safety regulations, operating, and maintenance instructions and procedure manuals. Ability to write routine reports and work orders. Ability to speak effectively and professional in front of customers and employees.

Mathematical and reasoning ability including the ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations. Ability to apply commonsense understanding to carry out instructions.

## Competencies

### Company Competencies

Hillyard has defined a set of competencies that are important for the employee to exhibit to perform the role successfully. The competencies for this position have been defined to include:

Customer 1<sup>st</sup> Attitude  
Concern for Safety  
Integrity & Ethics  
Pursuit of Excellence/Lifelong Learning  
Teamwork

### Role Competencies

Hillyard has defined a set of competencies that are important for the employee to exhibit to perform the role successfully. The competencies for this position have been defined to include:

Accountability  
Attention to Detail  
Decision Making & Judgment  
Product and Technical Knowledge  
Service Operations Process

## Equipment Used

### Equipment

Phone  
Fax  
Printer  
Copier  
Power Tools

### If Other, Please Specify

## Working Environment

Work is mainly performed in factory or warehouse setting with exposure to dust, heat, cold, loud noises, fumes and odors. Some exposure to an outdoor setting with conditions such as heat/cold, wet/humid and dry/arid, and an office setting with a controlled environment.

## Travel

### Travel Type

Same Day  
Local

### Frequency

Extensive- Up To 100%  
Extensive- Up To 100%

Overnight	Minimal- Up To 5%
District	Minimal- Up To 5%
Regional	Minimal- Up To 5%
Nationwide	Minimal- Up To 5%
Worldwide	N/A

## Physical Demands

The physical job demands include maximum occasional lift of 61 lbs. from floor to 50 inches; maximum occasional lift of 52 lbs. from floor to 26 inches; maximum frequent lift of 20 lbs. from floor to 36 inches; maximum occasional lift of 5 lbs. from floor to 84 in; maximum occasional carry of 61 lbs. for 30 ft; maximum frequent carry of 20 lbs. for 50 ft; maximum frequent horizontal push/pull force of 50 lbs. at 30 inch height for 20 ft; occasional climb of 26 inches on machines and in/out service van; occasional climb stairs 8-10 inches in height; maximum occasional grip force of 100 lbs.; maximum frequent grip force of 40 lbs.; frequent forward reach of 36 inches; occasional lateral reach of 24 inches; occasional reach overhead to height of 84 inches; constant bend; occasional crouch/kneel; occasional neck extension; occasional neck flexion; occasional neck rotation; occasional trunk rotation; constant fine motor coordination; frequent foot coordination; frequent balance; frequent lying supine, side-lying, or prone; frequent sitting; constant standing; and constant walking. PDC Level: HEAVY Additional Comments: The Service Technician could be walking and climbing on surfaces which may be slick from outdoor elements or oil or other fluids. This position is also exposed to vibrations through use of impact and other powered tools.

## Eligibility

Must be legally authorized to work in the United States without restriction.

Must be willing to submit to a background investigation, including criminal history and motor vehicle check.

Must be willing and able to pass a post-offer drug screen and physical.

## EEO Statement

Hillyard is an equal opportunity/affirmative action employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.

## Disclaimer

**The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, travel and activities may change, or new ones may be assigned at any time with or without notice.**