

Job Title: Service Technician
Department: Service
Reports to: VP of Territory Sales & Service
Status: Hourly

Job Summary:

This position encompasses a range of general responsibilities and functions across the entire business operation, mainly due to the nature of a new start up business. The main focuses are, but not limited to, Service and Sales support. It is expected that the job responsibilities will evolve, change, and expand as the business grows.

Service

- ◆ Responsible for the repair of Hestan products both in the field and in house as needed. Fill out work orders with complete information to track field failures, part failures and customer/install related failures.
- ◆ Keep up to date on existing and new products in order to provide technical support to the field.
- ◆ Provide suggestions to improve product quality, performance, and maintenance procedures.
- ◆ Assist in developing and maintaining product service network to support the sale of commercial products, this includes, but not limited to, product training, technical support, and part stocking recommendations.
- ◆ Assist in the development of training material, service manuals, video training, service bulletins, and training props.
- ◆ Parts: help develop and maintain service kits, suggested stock, and packaging.
- ◆ Audit service providers, while in their market, to assure adequate stock of functional parts are on hand to properly service customers in and out of warranty.
- ◆ Product review of all new products, recommend enhancements to all products for ease of repair, reducing failures, and product improvements, while verifying serviceability.
- ◆ Support sales as needed, this could include site visits, installation supervision, trade show participation and attending sales functions as needed
- ◆ Develop strong working relationships with engineering, manufacturing, and sales team in order to help relay the voice of the customer in a positive and productive way.

Qualifications:

- ◆ Minimum of 5 years of appliance industry experience required (residential or commercial). Manufacturer side preferred
- ◆ Minimum 2 years of experience in commercial/residential appliance repair, either as a technician, trainer, or technical advisor
- ◆ Minimum of 2 years of new product development experience (NPI, NPD) preferred.
- ◆ Minimum of 1 years of customer service experience preferred
- ◆ Proficiency in standard office software: MS Word, MS Excel, and MS Power Point
- ◆ New business start up experience preferred
- ◆ Excellent verbal and written communication skills.