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# SERVICE TECHNICIAN

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**REPORTS TO:** Service Manager

**DEPARTMENT:** Service

**ESSENTIAL DUTIES &  
RESPONSIBILITIES:**

*Administrative Responsibilities*

- Participate in weekly Service meeting with Service Manager
- Responsible **for** submitting all service work order paperwork to Service Manager
- Responsible for communication with Customer on service issues
- Responsible for maintaining adequate truck stock
- Responsible for part returns - cores, warranty, etc.
- Responsible for maintaining certifications
- Responsible for maintaining service vehicle - i.e. oil change, tire rotation, etc.
- Responsible for company-provided tools and equipment - i.e. laptop, air card, phone, etc.
- Review all assigned job progress with Service Manager
- Turn in time cards to Service Manager for review
- Assist in all close-out documentation for service jobs
- Responsible for staying up to date on all service bulletins

*Field Responsibilities*

- Responsible for all jobsite safety procedures
  - Responsible for maintaining the necessary tools and equipment for service jobs
  - Attend safety tailgate meeting at office
  - Ensure all service parts are accounted for
  - Maintain relations with customer's site representatives during service job
  - Responsible for all communication between customer and Service Manager
  - Maintain daily time sheets and mileage reporting
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- Responsible for adhering to correct customer-specific procedures - i.e. Murphy, Flying J, Love's, United Supermarkets, etc.
- Responsible for work order completions - customer signatures, store stamps, etc.
- Responsible for communication with Helpdesk/Tech Support on customer issues (Gilbarco, Verifone, Veeder-Root, etc.)

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**EDUCATION/EXPERIENCE:** ● 2 years Service Background Preferred but not necessary

- PHYSICAL DEMANDS:**
- Driving long distances
  - Responsibility for On-Call week
  - Working long hours when needed
  - Travel out of town is required
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