
Job Title: Field Service Technician
Department: Service Department
Reports To: Regional Service Manager /
National Service Manager
FLSA Status: Non-Exempt

SUMMARY

This position requires mechanical, electrical, hydraulic experience, and experience as a field service technician. The Field Service Technician is responsible for preventive maintenance, service, installation and customer training for Melitta's automatic espresso machines. This is a road warrior position, requiring overnight travel in and out of service area. This position reports to the Regional Service Manager.

RESPONSIBILITIES AND DUTIES

- Receive dispatched service calls as assigned and ensure prompt response based on estimated time of arrival.
- Perform preventative maintenance, troubleshoot/diagnose and service equipment to MPCS standards.
- Maintain inventory and maintenance on company property such as; parts, tools, supplies, and other company assets i.e. cell phone and other electronic devices in your care.
- Maintain company vehicle; keeping daily general care and regularly schedule maintenance intervals.
- Document all work performed and close out all activities upon completion.
- Maintain a professional appearance in line with Melitta Professional Coffee Solutions USA, Inc. guidelines.
- Maintain established safety standards and equipment, i.e. non slip-shoes.
- Professionally communicate to customer services performed.
- Cover a service area and help out in other areas as needed.
- Able to work overtime, weekends, and holidays as part of a rotation, as needed.
- Able to travel out of state to other service locations.
- Able to stay overnight in and out of service area on short-term trips as needed.
- Ability to work in a team environment.
- Other duties as assigned.

COMPETENCIES

SKILLS:

- Mechanical and electronic aptitude
- Satisfactorily complete basic training as a certified Melitta Service Technician
- Strong troubleshooting and organizational skills
- Strong accuracy and detail oriented with all paperwork
- Customer relations, interpersonal relationships, team relations and service oriented
- Excellent organizational and time management skills

- Must be self-starter, work with minimal supervision and be able to accomplish tasks in a timely manner.
- Great oral and written communication skills
- Able to follow the Melitta Professional Coffee Solutions USA, Inc. guidelines

MINIMUM REQUIREMENTS:

- Field service tech for more than 5 years or a similar position
- A 2 year technical certification, apprenticeship training program, on the job training and or military equivalent.
- High School diploma or equivalent
- Valid driver's license

Careers.mpcs@melitta.com