

Title: Service Technician - Railroad
Reports to: Service/Sales Manager
Exempt Status: Exempt

Summary:

Employee will be responsible for the service / trouble shooting and training of personnel on proper use and maintenance of polyurethane dispensing equipment in railroad environment along with support of equipment for our current and new customers. Will work with sales/service and production staff to ensure that customer and company needs are satisfied. Will be detailed and energetic, a strong team player and support the positive image of the company.

Primary Duties:

- Be proactive in contacting the existing customer base regarding equipment service training and replacement parts.
- Maintain service and equipment reports along with individual sales and monthly parts sales report.
- Demonstrate strong customer service in all areas.
- Show initiative toward and making suggestions to improve our current system of service procedures.
- Extensive travel (5 days a week) with some weekend travel and work required in all types of weather to meet with existing and new customers' needs in service and training.
- Handle customer equipment failure calls issues and related product inquires.
- Making and submitting work schedule weekly in advance to supervisor.
- Making, submitting for payment and tracking of parts sales orders.
- Stocking, ordering and inventorying of parts on company vehicle.

Non-Essential Duties:

- Checking in with and have good communication with supervisor.
- Making of travel arrangements (I.E. flights, hotel, and rental vehicles) through travel agent.
- Maintain company vehicle.
- Maintain company expense and turn in monthly.
- Packing and shipping of parts to customer and or back to company for parts to be rebuilt.
- Inspecting, tagging for repair and reporting to proper staff of company chemical totes needing repaired.
- Perform other duties as requested by supervisor
- Experience:
- Combination of education and experience that provides the applicant with the knowledge, skills and abilities to perform the job .i.e. basic computer skills using micro soft word and excel.
- Must be able to obtain and possess roadway worker safety training certification and keep current on a yearly basis.

- Must have or be able to obtain a current passport,
- Computer and software literate. Proficiently use Microsoft Office and other needed programs.
- Employment is contingent upon successfully passing pre-employment drug screen, physical, background check, and DMV driving record.