



**Title: Service Technician**  
**Reports to: Sales Manager**  
**Exempt Status: Exempt**

**Summary:**

Individual may perform a variety of duties including, but not limited to the following. Position will perform maintenance and service / repair of specialty equipment. This will include polyurethane equipment, coatings equipment and may also at times include paint / putty systems, automatic masking tapers, adhesive extrusion equipment if necessary

**Primary Duties:**

- For polyurethane equipment:
  - a. service and maintenance
  - b. assembly and installation
  - c. training potential applicators from either WVCO or new customers
- Maintain communication with all WVCO departments to meet the customers' needs.
- On-call 24-hours / day to take care of special needs of customers.
- On-the-spot diagnostic of machinery
- Provide office with service call and equipment location reports performed, personnel contacted, expense reports, service maintenance on vehicles.

**Non-Essential Duties:**

- Provide sales to customers when needed.
- Provide training seminars for new and potential new customers on equipment and trouble shooting.
- Maintain cleanliness of service trucks, and well equipped with supplies.
- Clean and rebuild equipment.
- Clean and repair account equipment.
- Assemble new equipment.
- Perform miscellaneous duties as requested by supervisor

**Experience:**

- One year certificate from college or technical school.
- Minimum of 6 months to 1 year related service experience and / or training.
- Or equivalent combination of education and experience which provides the applicant with the knowledge, skills and abilities to perform the job.
- Current driver's license and forklift certification.