

Electrician/Service Technician

SUPERVISED BY: Master Electrician/Electrical Engineer
STATUS: Full-time, hourly, non-exempt
LAST REVIEWED ON: August 14, 2018

POSITION DESCRIPTION:

The Electrician/Service Technician is responsible for the installation and maintenance of Techmark, Inc. ventilation control systems at (primarily) potato, sugar beet and mushroom facilities around the world. This position works with the electrical and technical staff along with sub-contractors, customers, and local code officials to ensure all Techmark engineered ventilation control systems are performing as needed to meet the requirements of our customers' produce storage and production facilities. Occasional support of other Techmark, Inc. personnel is required along with other duties as assigned.

ESSENTIAL JOB FUNCTIONS:

1. Will work with the electrical contracting department to install, service, and maintain residential, commercial, industrial and agricultural electrical facilities.
2. Install humidity, ventilation, and refrigeration equipment that may require (but is not limited to) ladders, lifts, catwalks, and riggings.
3. Install residential and commercial generators.
4. Build electric control panels according to specifications.
5. *Travel to customers worldwide as required.*

OTHER JOB FUNCTIONS:

1. Accurately and timely submit service reports and timekeeping.
2. Learn the process and materials necessary to qualify requirements of jobs and communicate to engineering staff for design.
3. Answer telephone questions from customers regarding our equipment.
4. Any other job duties that Techmark directors or supervisors determine is necessary to accomplish the goal of taking care of our business and customers.
5. Ability to legally operate a company vehicle.

POSITION OBJECTIVES:

1. Create a positive, professional work environment in which to implement the vision created by the company owners and management.
2. Manage personal job performance effectively, in compliance with company protocols, to ensure proper scheduling/dispatching and high levels of customer satisfaction.
3. Successfully meet performance goals that will be created with each individual's input.

MEASURED BY:

1. Management, co-workers and customer satisfaction.
2. Meeting established department productivity, conversion rate and quality goals.
3. Adherence to company script and protocols.
4. Timely completion of assigned tasks.

POSITION REQUIREMENTS (ABILITIES & SKILLS):

1. Must be enrolled in Michigan Electrical Apprentice Program.
2. Proficiency in Microsoft Excel, Word and online calendaring.
3. Able to work independently in a fast paced environment; managing multiple demands and priorities.
4. Excellent communication skills in both written and verbal forms.
5. Able to project empathy for customers through professional, tactful and courteous communications/interactions.
6. Proper use of the English language including spelling, grammar, punctuation, and sentence structure.
7. Demonstration of good judgment and problem-solving skills.
8. Demonstrated customer service abilities.
9. Strong attention to detail and follow-up.

MINIMUM PHYSICAL EXPECTATIONS:

1. Physical activity that often requires high pressure plumbing, electrical wiring, mechanical aptitude, use of hand tools and mechanical lifts.
2. Physical activity that often requires extensive time standing and repetitive motion.
3. Physical activity that often requires lifting under 50 lbs. from low to high elevations.
4. Physical activity that sometimes requires travel – car, train, and/or air.
5. Physical activity that sometimes requires bending, stooping, reaching, climbing, kneeling and/or twisting.
6. Physical activity that sometimes requires pushing and/or pulling over 50 lbs. but not more than 100 lbs.
7. Specific vision abilities required include close vision, depth perception, and the ability to adjust and focus. Must hear and speak well enough to conduct business over the telephone or face-to-face for long periods of time.
8. Ability to wear safety equipment while performing the required duties: gloves, safety glasses, hearing protection, high visibility clothing, hardhat.

MINIMUM ENVIRONMENTAL EXPECTATIONS:

1. Extended periods of standing while working with hand tools. Working around slipping and tripping hazards while being mindful of coworkers. Exposure to potato and field allergens.
2. This position will require working both indoors and outdoors. Typical workweek is eight (8) hour workdays, five (5) days per week with some weekend work as needed. This position deals with difficult personalities (at times) in a highly competitive industry and can be challenging.

COMPENSATION:

1. Wages: See Supplemental wage scale plus performance bonus
2. Benefits include health, dental, vision, life and LTD insurance and 401k
3. Per Diem food allowance paid for all overnight travel.
4. All travel expenses paid by Techmark.