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Field Service Technician (\$55,000 – \$60,000 + Truck + Benefits)

Description

RARE OPENING!

FIELD SERVICE EQUIPMENT TECHNICIAN for a Local Industrial Chemicals Manufacturer

A local Specialty Chemicals Manufacturer is seeking an experienced Field Service Equipment Technician to assist the Sales Team with providing top-notch customer service and technical support to our customers who are in the craft brewing, food production, manufacturing, water treatment and other industries in the Greater St. Louis, MO region. As an invaluable piece to this operation, you will be critical in providing ongoing account management along with responding to clients' requests for installs, repairs and maintenance on equipment and dispensaries throughout the region.

Summary of Position

The primary role of the Field Service Equipment Technician is to provide outstanding customer service to all existing accounts. This will be done through relationship building, servicing a client's chemical equipment, responding to customer calls and providing installation and maintenance services. These tasks will be related to the service and maintenance of equipment including new customer installations and existing on-site dispensing/storage equipment used in cleaning, sanitizing and other essential customer processes; maintain accurate and current inventories of field equipment and proper service intervals of all equipment; provide technical service with regards to special needs at customers including but not limited to, sanitation reviews, equipment optimization and efficiency improvements; and to assist the sales team with customer training, service plan development and sanitation plan review and development

Veterans Welcome!

Performance Expectations:

- Meet & develop lasting relationships with all existing accounts so as to be a "point-person" for customer calls and needs
- Install, Repair and Maintain a variety of industrial equipment throughout the Greater St. Louis, MO region
- Respond successfully to mission-critical requests from clients throughout the week
- Ensure customer satisfaction with services, equipment and products provided by our company.
- Perform all necessary maintenance on equipment at customer locations (this includes maintaining the clean appearance of equipment, labels, MSDS and stands, etc).
- Perform basic and complex installations of equipment at customer locations; understanding installation requirements, equipment operation and

Hiring organization

Titan Executive Search

Employment Type

Full-time

Industry

Chemicals, Manufacturing

Job Location

St. Louis, MO, USA

Base Salary

\$ 65000 - \$ 75000

Date posted

March 18, 2023

maintenance.

- Provide assistance with design of installations.
- Perform basic quality control services such as chemical titrations, equipment process verification, and process validation.
- Successfully grow relationship with each client through service calls
- Promote company while delivering outstanding client service
- Learn all products served to clients along with blending chemicals in order to maximize team contribution within operation
- Complete tasks requested by General Manager

What Are We Looking For:

- Someone with equipment and maintenance experience
- Respectful individual with a strong work ethic who can perform functions of the role with little to no supervision
- An individual with a strong sense of urgency and initiative
- Must possess a strong desire to completely satisfy each and every client
- Must be a Critical Thinker with the proven ability to quickly analyze and problem solve with little to no supervision

Preferred Background & Experience:

- 3+ year's Account Management and/or Sales experience
- 3+ years' experience working on equipment (Farm, industrial, manufacturing, etc.)
- 3+ years of successful experience in a customer facing role
- Strong Mechanical Aptitude
- Knowledge of Pneumatic & Hydraulic pumps a plus

What We Offer:

- \$55,000 – \$60,000 yearly salary
- Company Van, fuel card and Tools
- Cellphone expense
- Company Benefits (Health, PTO, 401k & more)
- All PPE provided