



JOB: Service Technician

LOCATION: North Region, Nashville, TN

EMPLOYMENT/FLSA STATUS: Full Time, Regular, Non Exempt

ABOUT THIS JOB

REMCO has an opening for a career-minded Service Technician in our North Region, based out of Nashville. This position reports to the Regional Lead Technician and Dispatch Director and is responsible to perform routine and extensive preventative maintenance and repair procedures on commercial buildings, HVAC systems, Refrigeration systems, Ice Machines, Hot and Cold Side equipment, and Coffee/Espresso/Beverage systems. The role may include light electrical and plumbing work to support a work order. Normal Working Hours are flexible in order to meet the duties and responsibilities of the position.

KEY RESPONSIBILITIES/ACCOUNTABILITIES

As a Service Technician, you will deliver exceptional customer service in the field in order to troubleshoot, diagnose, and repair commercial cooking, refrigeration, and/or HVAC equipment. You will become a partner with our Preferred Customers by consistently delivering exceptional solutions to both predict and prevent equipment failure, ensuring their equipment is running at full capacity with limited breakdowns.

- Defines service problems, collects data, establishes facts, and draws valid conclusions about the work needing to be performed;
- Consults with the Operations Department for technical support while onsite and when follow up work needs to be scheduled;
- Consults with the Parts Department to get parts ordered;
- Installs all parts ordered for the customer in a timely and professional manner and in line with company policy;
- Repairs electrical equipment and control circuits, replaces faulty electrical switches and repairs refrigeration equipment;
- Complete Preventive Maintenance on HVAC systems (package and split systems) as well as commercial kitchen equipment including refrigerators, ice machines, ovens, fryers, and complete beverage equipment preventive maintenance, emergency repairs, installations and removals;
- Complete in-service training of customer's staff on proper cleaning and daily maintenance of equipment;
- Identify operating challenges that lead to equipment failure in restaurants, convenience stores, hospitals, and other commercial customers;
- Effectively manage time and resources to control costs, enhance efficiencies, and meet customer commitments
- Promotes and recommends other services provided by REMCO to customers when needed;
- Completes written work orders and inventory checklists;
- Maintains a neat and orderly truck, along with accurate part and tool inventory;
- Maintains productivity levels in accordance with company standards;
- Assists fellow Service Technicians with troubleshooting and technical support when asked

ESSENTIAL QUALIFICATIONS/REQUIREMENTS

- High School Diploma or equivalent;
- Valid Driver's License and an acceptable driving record;
- Minimum of one (1) year technical experience with repairs to residential and/or commercial HVAC, Refrigeration, Ice Machines, Hot Side Kitchen Equipment, or formal training/military service;
- Ability to diagnose and repair commercial refrigeration systems including but not limited to Ice Machines, light commercial equipment; package and split HVAC systems;
- Willingness and ability to perform On-Call and emergency after-hours duties as needed to ensure service coverage;

- Successfully pass post offer pre-employment drug screen and criminal background check in order to comply with Act 34;
- Detailed oriented and possess the ability to communicate (written and verbal) with customers, dispatch and management effectively;
- Self-motivated with the proven ability to prioritize and work within our proven model;
- EPA Universal Certification

BENEFITS OF WORKING AT REMCO

- On-the-Job training as well as ongoing training with the potential for advanced certifications;
- Receive a company service vehicle, fuel card, and cell phone
- Company provided large/major tools and equipment
- Comprehensive benefits program including Free Blue Cross Blue Shield insurance, Free Life Insurance and Short Term Disability coverage, paid time off, 401(k) and profit sharing plan just to name a few.

WORK ENVIRONMENT/PHYSICAL DEMANDS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is frequently exposed to moving mechanical parts, pressurized steam equipment, open flames, heated surfaces, and liquids. The employee is occasionally exposed to wet and/or humid conditions; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to occasionally loud. The employee must be able to frequently kneel, bend, squat, push, pull, reach, and occasionally lift and carry up to 50 pounds.

COMPANY OVERVIEW

REMCO is one of the largest full service CFESA (Commercial Food Equipment Service Association) restaurant equipment parts and repair companies in the Southeast. Our offices are geographically located in order to provide parts and service for Alabama, Florida, Mississippi, Georgia and Tennessee. REMCO offers opportunities for qualified people who want to grow in our reactionary service organization. Our team of highly skilled technicians, parts experts, service and support personnel continue to pave the way in efficient commercial kitchen repair and maintenance.

REMCO is an Equal Employment Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to age, gender, gender identity, marital status, pregnancy, race, national origin, ethnic origin, color, disability status, veteran status, religion, sexual orientation or any other protection guaranteed by local law.

If you are applying to a position and you are an individual with disability or a disabled veteran status, religion, sexual orientation or any other protection guaranteed by local law and would like any type of assistance to submit an application or to attend any recruitment or selection event, we would like to help you to ensure that your experience is as smooth as possible. If you need assistance, information, or answers to your questions, feel free to contact us or have any of your representatives contact us at REMCO Human Resources Toll Free at 1-800-538-9550. This method of contact has been put in place ONLY to be used by those internal and external applicants who have a disability and are requesting accommodation.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.