

Field Service Technician

Department:	Service
Reports To:	Operations Manager
Supervises:	N/A
FLSA Classification:	Non-Exempt
Approved By:	Director of Aftermarket
Revision Date:	10/15/2025

JOB PURPOSE:

Troubleshoots mechanical and electrical equipment, performs repairs and schedules maintenance work based on customer needs and requirements. Dedicated to customer satisfaction, responding in a timely, polite and professional manner.

ESSENTIAL DUTIES and RESPONSIBILITIES:

- Foster a culture of mutual respect and accountability with customers, upholding high standards of professionalism and satisfaction.
- Skillfully identify and diagnose equipment issues, recommending effective service and repair solutions to improve performance.
- Perform necessary repairs and modifications based on comprehensive analysis of customer equipment.
- Conduct scheduled maintenance according to customer contracts, strictly adhering to company policies and procedures.
- Maintain accurate and organized documentation for each service call, ensuring all paperwork is completed.
- Follow safety protocols diligently, including proper disposal of hazardous waste.
- Collaborate with service management and willingly take on additional responsibilities as needed.
- Keep the company service vehicle clean, safe, and organized. Schedule routine vehicle maintenance like oil changes and tire rotations and proactively notify the field service manager of additional issues with the vehicle.
- Manage and maintain service and parts inventory within the service vehicle.
- Equip yourself with well-maintained personal tools essential for efficient service.
- Maintain regular and punctual attendance in accordance with company policies.
- All other duties assigned.

An individual in this position must be able to successfully perform the essential duties and responsibilities listed above. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent.
- Mechanical and electrical aptitude.
- Strong written and verbal communication skills with a focus on customer care.
- Valid driver's license with a clean driving record; proficiency in operating lift trucks safely.

PREFERRED QUALIFICATIONS:

- Familiarity in electrical/electronic systems, hydraulics, and internal combustion engines; ability to interpret schematics.
- Prior experience in lift truck repair, welding, and familiarity with testing equipment.

WORKING ENVIRONMENT & PHYSICAL REQUIREMENTS:**Work Environment:**

- Work is performed in a maintenance environment with potential equipment movement hazards as well as exposure to chemicals and solvents that require knowledge of proper safety procedures.
- Work is performed at customer locations, including manufacturing, warehouses, cold storage facilities and in less than ideal or outdoor environments.
- This position includes a rotating list that may include work outside of regular business hours.

Physical Demands:

- Has the ability to perform strenuous and heavy work, can exert force up to 100 pounds on occasion and frequently handle loads to 50 pounds. Must have the physical stamina to perform continuously with full body motion for climbing, reaching, pushing, lifting and reaching, etc.
- The demands of the position often exceed normal working conditions.

I have read and understand the duties, responsibilities, and requirements for this position.

Acknowledgment

Date

*This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. Conger Industries, Inc. retains the discretion to add duties or change the duties of this position at any time.