



Crushing Equipment Solutions Job Description

Field Service Journey Technician

Job Code: 102

FLSA Classification: Non-Exempt

Job Specific Task ID: 12

Reports to: Field Service Manager

Updated: 8.2022

Position Summary:

The Field Service Journey technician works with minimal direct supervision in diagnosing, troubleshooting and repairing heavy equipment at the customer's site in a manner that reflects the company's vision of working as "One Professional Team."

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- Maintains truck and crane inspection logs on a daily basis
- Completes Crushing service reports daily that are legible, have proper grammar and sentence structure, and appropriate SIMS code
- Transmits photos, timecards, service reports, and other information through e-mail
- Maintains good customer records on jobs that have been assigned
- Maintains credit card receipts for accounting purposes
- Works with the Service Department, Product Support Representatives, and Sales Department to meet all of the customer's needs
- Communicates with customers on the diagnosis and status of repairs, parts, and other concerns
- Teaches and coaches other technicians in the field
- Promotes Crushing Equipment Solutions LLC. to customers
- Accurately troubleshoots and repairs Crushing/Screening equipment the first time
- Reads, understands, and applies electrical and hydraulic schematics to repair work
- Safely rigs or hooks components for lifting
- Removes, repairs, and installs major components in varying configurations of equipment
- Maintains tooling in good working order as per MSHA and OSHA regulations
- Makes determinations in the field on warranty repair and guidelines, communicating decisions to customer and dispatcher
- Maintains service vehicle in safe and good repair
- Other duties as assigned by manager

Competencies:

- Data Entry
- Telephone Skills
- Safety Knowledge

- Reading/Writing Skills
- Reasoning Skills
- Organizational Skills
- Communication Skills
- Math Skills
- Product Knowledge
- Basic Knowledge of Microsoft Word and Outlook
- Intermediate Knowledge of DBS
- Intermediate Knowledge of ET/SIS/SIS Web/STW
- Ability to work independently with little or no direction
- Well-rounded knowledge of crushing equipment

Supervisory Responsibilities:

- None

Work Environment:

- Noise: Loud
- Indoors and Outdoors

Physical Demands:

- Standing
- Walking
- Talking
- Sitting
- Use of Hands
- Hearing
- Ascending or descending ladders, stairs, etc.
- Heavy work that includes lifting and/or moving objects up to 100 pounds or more

Travel Requirements:

- 35% to 70%

Required Education and Experience:

- High School Diploma or GED
- 5+ years' experience servicing heavy equipment
- 1-3 years administrative/clerical experience
- 3-5 years customer service experience
- 3-5 years sales experience

Additional Eligibility Requirements:

- DOT Health Card
- Class D Driver's License
- MSHA License
- Must pass all required pre-employment screenings which may include but are not limited to background checks, drug/alcohol testing, fit for duty testing, and any other job-related tests/screenings

Other Duties:

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.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.

Crushing Equipment Solution LLC. is an EEO/AA/Veterans/Disabled employer.