

# Job Description



## Field Service Technician

### JOB POSTING – FHS / Mazzella Hoist & Crane Service Cleveland, OH

#### Position Summary

The Service Technician is a front-line employee with direct customer contact and is a valued, essential part of the company's success; in addition to technical skills, people skills are vital for effective customer relationship management and decision-making

#### Job Duties

1. Perform on site repairs on overhead cranes and hoists at customers' facility as directed by the Service Supervisor (or Service Manager)
2. Responsible for responding to emergency break down call outs as directed by the service supervisor. This includes after hours as well as weekend availability
3. Conduct extensive on site electrical, electronic, mechanical and structural troubleshooting to determine the root cause for equipment malfunctions and/or failures and establish the necessary repairs utilizing: visual inspections, testing procedures as well as the appropriate testing equipment
4. Responsible for a basic understanding and working knowledge of all OSHA, ANSI, CMAA, and other codes or regulations pertaining to our crane service industry; must be able to get specific regulations if requested
5. Proficient knowledge of electrical theory for power and controls, mechanical systems of cranes/hoists and simple structure element
6. Complete daily paperwork accurately and completely; time tickets, service reports, inspection reports, expense reports, and sales lead generation forms
7. Review with the customer all repairs you performed and get their signature on the daily service report indicating their acceptance of proper and completed work
8. Maintain all company equipment and tools in compliance with the manufactures recommendations and certifications, i.e. vehicle, forklifts, man lifts, operating machinery, etc.
9. Responsible for keeping a proper stock level of inventory and line stock items on the service vehicle
10. Maintain a stock of the appropriate forms and literature on the service vehicle and be capable of utilizing the proper documentation and forms used by the service department
11. Responsible for maintaining a professional appearance and image at all times
12. Must maintain regular communication with the local office and/or call in a minimum of once per day to the service supervisor
13. Excellent people skills to communicate with inter-company personnel and customers and promote excellent customer relationships at all times
14. Maintain the Quality Assurance Standards
15. Collect, develop and formalize information for proposals of all replacement and repair opportunities and forward to the Service Supervisor or Service Manager
16. Other duties as assigned

#### Education

A high school diploma or GED is required; trade school, military or crane service training program preferred

## Experience & Skills

- At least 2 years in an industrial maintenance environment or equivalent military experience, or the equivalent combination of education and experience is required
- Willingness to stay educated in the crane industry; as cranes become increasingly sophisticated, service techs need to be increasingly computer literate and technologically savvy.
- Valid driver's license in good standing that meets company requirements
- Heavy Lifting/Pulling (min 75 lbs.) is generally a part of this type of work and because of the nature of the duties
- Ability to work at heights greater than six feet of the ground
- Service technicians standard schedule is 40 hours per week but must have the ability to work varied hours, over-time and on-call as required to meet customer needs
- Requires solid written and verbal communication skills
- Demonstrated mechanical aptitude
- Strong analytical, conceptual and planning skills are required
- Excellent math skills and overall PC literacy (Microsoft Office) are required
- Must be detail oriented, self-motivated and disciplined with the ability to multi-task
- Must successfully complete a criminal background check, physical, drug screen and E-verify

## Travel

Travel for this position is greater than 50%

If interested in applying for this position, please submit your resume and letter of intent (why you feel you would be a good candidate for this position) to [jwallenhorst@mazzellacompanies.com](mailto:jwallenhorst@mazzellacompanies.com) or fax resume and cover letter to 440.239.5703.

Or, mail resume and cover letter to:  
Human Resources  
Mazzella Companies  
21000 Aerospace Parkway  
Cleveland, OH 44142

Mazzella Companies participates in the federal government's E-Verify program. With all new hires, we provide the Social Security Administration and when applicable, the U.S. Department of Homeland Security with information from each new employee's Form I-9 to confirm work authorization.

This job description is not meant to be an all-inclusive list of duties, functions and/or responsibilities of this position. Other related functions and responsibilities may be assigned by the immediate supervisor as required to complete assignments or initiatives. Mazzella Companies reserves the right to change, add, delete or modify job functions as necessary based on business necessity. The Company or employee, independently, has the right to terminate employment at any time for any reason; employment is at will. This job description does not promise or guarantee continued employment with Mazzella Companies.