

Job Description: Industrial Scale Service Technician
Reports to: Service Manager/Operations Manager/General Manager
Position: Hourly

Basic Purpose of Job

Foster excellent customer service by performing proper installations, calibrations and repairs on industrial scales and other weighing equipment at customers' sites representing all types of industries to include: Chemical, Petrol-Chemical, Aggregate, Shipping, Pharmaceutical, and other manufacturing industries.

Promote and adhere to all Carlton Scale and customer safety regulations.

The weighing equipment we support is from Grams to Tons. The work is performed on laboratory balances all the way up to truck scales and railroad track scales. This work is performed at the customers' site and the environment can vary depending on where the equipment is located. The employee is exposed to moving mechanical parts, chemicals, and extreme weather conditions and may have to work extended hours when necessary.

Essential Job Functions

- Understand, promote and follow Carlton Scale and customer safety regulations and policies at all times to ensure your safety as well as the safety of others.
- Strive to provide excellent customer service by communicating to the customer the services we can provide, as well as the services we are performing for them; also, keeping them informed on open jobs that aren't completed in one trip.
- Performs calibrations and preventative maintenance duties on industrial scales and other weighing equipment.
- Troubleshoots and repairs industry related products without assistance as skills and training permit.
- Ensure customer uptime requirements are met and that PM work at assigned account is completed in a timely manner.
- Train customers on proper operation of equipment
- Drives safely and obeying DOT guidelines to customer sites using company vehicles, and may require a Commercial Drivers License (CDL) for operating the Heavy Duty Test Truck (HDTT).
- Complies with Quality17025 procedures and documentation per customer requirements.
- Ability to work overtime and on a rotating on-call schedule including nights and weekends based on customer demand.
- Lead efforts to modernize, upgrade and convert customer existing equipment and sell service contracts for preventative maintenance agreements.
- Interface with sales to meet current customer requirements and sell equipment contained in the technician's catalog when repairs are not economical.
- Solicit referrals for new customers and direct this information to sales staff and service manager on a regular basis.
- Submit completed work orders daily, listing all billable hours, inventory used on job and obtain customer purchase orders.

Non-Essential Job Duties

- Submit electronic time sheets and expense reports (with receipts) weekly to appropriate personnel.
- Any other duties assigned by supervisor.

Accountability

- Must foster a courteous, professional and positive relationship with co-workers, management, and outside vendors to ensure an open communication environment.
- Consistently follows recognized safe practices to help ensure personal safety as well as the safety of others.
- Professional appearance required.
- Follow Carlton Scale's safety and quality plan directives, and all other general rules and regulations which are listed in the Employee handbook and Policy Notebook.
- Must be punctual and maintain satisfactory attendance standing and submit accurate timesheets to supervisor as required.
- Must be aware of the cost of his/her time to both Carlton Scale and to the customer.
- Must understand the importance of the customer's "perceived value" of the work performed.
- Must consistently provide accurate service to customers in a timely manner and ensure customers are trained on operation of our products.
- Ensure vehicle service and maintenance requirements are met and notify supervisor of needed repairs as they arise.
- Must consistently provide accurate and timely documentation of service work performed per ISO/17025 guidelines and Carlton Scale policies.
- Notify Vice President or President of any breach in policy /procedures as it relates to the financial well-being of the Company.

Qualifications

- High School diploma required. Associates or higher degree in electronics or related field and/or work experience in scale or weighing industry, maintenance, or electronics is preferred.
- Must be a self-starter and capable of working independently with little or no supervision.
- Must also be a team player and able to work in group situations.
- Able to frequently lift heavy objects, 50 lb test weights and other equipment, up to 100lbs.
 - Pushes/Pulls ten 50 lb test weights on cart
 - Lifts 50 lb test weights from floor to waist, waist to shoulder and shoulder to overhead as job assignment dictates.
 - Repetitive lifting of 50 lb test weights from vehicle to weight cart and weight cart to customer equipment.
 - May include lifting heavy objects while climbing, bending, stooping, reaching, etc.
 - May be required to wear respirator on required jobs
- Able to perform the essential job functions at elevations, in confined, cold, wet, hot and humid and unsanitary conditions as well as a combination of these.

- Able to efficiently use all types of hand tools, power tools and hydraulic controlled devices.
- Able to read digital and analog indicated meters and weighing devices.
- Must provide own basic hand tools.
- Must have good mechanical aptitude and knowledge of electrical theory.
- Must maintain valid drivers license and be able to drive company vehicle extended hours with few breaks up to eight hours a day and more if overtime is required.
- Must be willing to operate fork truck if necessary.
- Must have or be willing to obtain a CDL (Commercial Drivers License).
- Must have good verbal/written communication skills and understand basic math skills including converting measurements.
- Able to recognize and plan for specific safety hazards related to specific jobs and tasks.
- Able to communicate with customers, co-workers and vendors in a clear and concise manner.