

Service Technician**Primary Location:** Illinois**Reports to:** Director of Technical Services

Description: A leader in the natural gas industry since 1976, GROEBNER is a distributor and manufacturers' representative focused on natural gas companies and contractors. Now third generation led, we are proud to be family owned and operated for more than 45 years. Team GROEBNER has more than 650 years of combined industry experience and focuses every day on providing safe, reliable products, training, and services to our customers in support of their ever-changing needs.

Summary: The Service Technician will conduct efficient and accurate repairs, inspections and maintenance tasks as specified, adhering to GROEBNER, manufacturers and industry standards. They will thoroughly inspect equipment to assess the need for further service work. The Service Technician will offer hands-on training and guidance on the appropriate usage of equipment when necessary.

Responsibilities:

- Responsible for inspection, repair, and maintenance of PE fusion equipment (both onsite and during field visits)
- Tie workflow to schedules to ensure maximum efficiency
- Diagnose errors and technical problems and determine proper solutions to produce timely and detailed service reports
- Travel required up to 50% during inspection season (Nov – May)
- Follow all company procedures and protocols with attention to safety, detail, and accuracy
- Operate company vehicles and equipment in a safe manner
- Establish assistance by studying system requirements, including ordering, and gathering essential components and parts, completing the installation, and performing quality assurance tests
- Collaborate with technical team and share information across the organization to build positive relationships with customers and coworkers
- Provide fusion training to customers (both on-site and off-site)
- Maintain customer satisfaction by using creativity and ingenuity to investigate complaints, identify resolutions, suggest enhanced operating techniques, and recommend system improvements
- Service existing accounts by analyzing work orders, planning a daily travel schedule, reviewing concerns, conducting tests, and resolving problems
- Conduct cycle counts and inventory transfers as needed
- Properly document training, inspection, and repair services
- Ensure service area is organized, clean and meets all compliance requirements

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Rogers, MN 55374**ILLINOIS**450 Fenton Lane, Suite 902
West Chicago, IL 60185**KANSAS**19935 West 161st St., Suite A
Olathe, KS 66062**TEXAS**5000 Kaltenbrun Rd.
Fort Worth, TX 76119

- Provide back-up to shipping/receiving department
- Completes projects assigned by management on a timely basis
- Perform other various duties as assigned
- Collaborate with the GROEBNER team on special projects
- Maintain and utilize workspace and tools efficiently

Skills:

- Excellent verbal and written communication skills
- Able to analyze and solve problems
- Detail oriented, organized, efficient and results-driven
- Ability to troubleshoot, prioritize details, and organize multiple tasks effectively
- Clear understanding of expense/budget oversight and control
- Customer service minded attitude with a strong focus on building customer relationships

Work Environment:

- Required to lift up to 70 pounds
- Required to operate forklift (training provided)
- The employee is frequently required to stand; walk; and stoop, kneel or crouch
- The employee is expected to regularly engage in tasks involving manual dexterity, such as finger and hand movements, as well as communicate effectively through speaking and listening.
- The job requires the ability to handle various outdoor conditions throughout the workday, including exposure to different temperatures that fluctuate with the seasons.

Qualifications:

- High School Diploma or GED
- Precision instrument experience is preferred (i.e., micrometers/multimeters, Digital Multimeter (DMM) and Digital Current Probe)
- Must have valid driver's license without restrictions
- Ability to achieve and maintain certifications and qualifications set forth by GROEBNER and/or manufacturers

Note: The above information on this job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job. Duties, responsibilities, and activities may change at any time with or without notice.