



The Coffee Connection Ltd

The Coffee Connection is a second generation family business serving Albertans since 1978. With over 4500 clients in Alberta The Coffee Connection continues to grow and is in need of more team members.

Job Title:

Field Technician

Date:

September 2, 2010

Job Description: Field Technician

Field Technician will inspect, repair and perform periodic and preventive maintenance on Keurig, Flavia, Tassimo, Traditional Brewing, Grinding and Water Filtration systems. Maintain customer relationships in assigned territory through on-time service, professional representation, timely communication, descriptive and accurate paperwork and completing/resolving each service call in a timely manner.

The ideal candidate must have strong interpersonal skills, must have an outgoing and engaging personality and must be very customer focused; previous work experience on Keurig, Flavia, traditional and bulk(bean2cup) brewers is a requirement, as bonuses will be reflective of service call being completed correctly.

The Field Technician will also be responsible for training of our Jr. Field Technician(s) on the repair of equipment, audit the capabilities of the Jr. Technician(s) and monitor both their productivity and that of the Jr. Technician(s).

The Field Technician will also be proficient in learning new equipment as we continue to see innovation amongst equipment manufacturers.

A professional attitude is the key for this role; only short-listed candidates will be contacted.

Job Location:

Calgary and Area

Industry:

Break-Room Services

Job Role:

Prioritizing and delegating of incoming service calls. Servicing of equipment in the field, Managing/Training of Jr. Technicians,

Joining Date:

September 15 - 30, 2010

Employment Status:

Full Time (39.5hr/week)

Employment Type:

Permanent Employee

Hourly Wage:

\$15 - 18 /hr
Based on years of industry experience

Manages Others:

Yes

Number of Vacancies:

1

Other:

Take home vehicle optional

Job Duties and Responsibilities:

- Insure the completion of all work to the assigned technician(s) according to customer and company requirements.
- Insure strong customer loyalty through professional and reliable service.
- Complete accurate inspections, service and maintenance of equipment in order to maintain equipment operation and extend equipment life.
- Complete preventive maintenance tasks as established by the manufactures.
- Perform consistent, quality service throughout the assigned territory.
- Meet Service Level Agreement (SLA) requirements required by customers.
- Communicate clear and accurate information documenting the service provided and the results.
- Work with Dispatchers and Service Managers to ensure that workloads are managed correctly and efficiently.
- Reports time worked per call and hands in daily service sheets to the corporate office.
- Communicates in a clear and timely manner with Managers to assure the highest levels of customer service.
- Wear only approved uniforms at ALL TIMES while on the job.
- Adhere to all safety rules - be safe on and off the job site. Be cautious and careful when driving. Immediately report any safety violations to a Manager. Never do ANYTHING that puts your safety, or the safety of others, in jeopardy.
- Any other duties that National Accounts Managers may assign to you from time to time.

Career Level:	Mid Career / Management	Years of Exp:	3 Years
Please Send Application to:			
Name:	Human Resources	Email:	info@thecoffeeconnection.ca
Phone:	Please email or fax resume	Fax:	403.276.9963
Internal URL:	www.thecoffeeconnection.ca		