

**SUSQUEHANNA FIRE EQUIPMENT  
JOB DESCRIPTION  
FIRE SUPPRESSION SERVICE TECHNICIAN**

**JOB DESCRIPTION SUMMARY:** The basic function of this position is to accomplish the sales, service, maintenance, and repairs of portable fire extinguishers, suppression systems, and emergency/exit lights.

**REPORTING RELATIONSHIPS:** This position reports to the Company Service Manager.

**SUPERVISORY RESPONSIBILITIES:** None

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** Sales, service, maintenance, and repairs of portable fire extinguishers, suppression systems, emergency/exit lights, and suppression division related goods and/or services. Other duties as assigned by the Company Service Manager.

- \* Develop complete knowledge and understanding of fire systems, portable fire Extinguishers, emergency/exit lights, and related suppressant division products and Services, and their respective maintenance procedures and installation requirements.
- \* Complete accurate paperwork as required to provide and maintain customer files, Prepare invoices, comply with hazardous material regulations, and insure Documentation of compliance/non-compliance with accepted codes and standards.
- \* Schedule work orders as prepared by office staff to both meet customer requirements And insure the most efficient use of time and equipment.
- \* Learn and practice safe and responsible operation and maintenance of service vehicles, Tools, and equipment relative to performance of suppression division activities.
- \* Act as a customer service representative for existing customers.
- \* Actively promote Susquehanna Fire Equipment in all business activities, while maintaining the highest standards of ethical conduct in all dealings with customers and fellow employees.
- \* Attend product/service training sessions and achieve and maintain certifications and/or License's as required by management.
- \* Respond to emergency repair/recharge calls during or after hours.

- \* Work in shop or office as required to prepare for or complete job assignments as required by the Company Service Manager.

## **REQUIREMENTS:**

### **Education:**

High School diploma.

### **Experience:**

Previous experience in dealing with customers and in performing the mechanical skills required to perform the essential duties and responsibilities of this job description.

### **Language:**

Ability to communicate in a clear, concise manner in both oral and written formats. Ability to effectively present information and respond to questions from managers, customers, and the general public.

### **Mathematics:**

Ability to apply concepts of basic mathematics for the purpose of completing and collecting invoices, and preparing quotations.

### **Reasoning:**

Ability to solve practical and mechanical problems and deal with a variety of situations concurrently. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **Physical Requirements:**

Ability to lift up to 100 lbs, working at computer, viewing computer monitor, ability to climb stairs, ladders and other stationary devices. Ability to walk long distances, kneeling, bending and lifting objects.

### **Other:**

Excellent people skills to deal with both customers and co-workers. A valid Pennsylvania drivers license and good driving record, the ability to maintain confidentiality, and the flexibility to work variable hours on jobs and emergencies when required.

**MEASURES OF PERFORMANCE:** The Fire Suppression Service Technician will be evaluated specifically on the following factors:

- \* Ability to complete job assignments satisfactorily, and on time.
- \* Effectiveness in dealing with customers.

- \* Meet or exceed budgeted sales and profit goals on a quarterly basis.
- \* Achieve and maintain proficiency in the maintenance and repair of fire extinguishers, fire suppression systems, and emergency/exit lights.
- \* Ability to recognize/solve problems, and answer customer questions.
- \* Attitude towards firm/associates/customers.
- \* Administrative and organizational performance.
- \* Written and verbal communication skills.
- \* Dependability/credibility
- \* Professional demeanor/appearance
- \* Assumption of responsibility
- \* Self-Starter qualities

I have reviewed and understand the above position description and believe it to be accurate and complete. I also agree that management retains the right to change this document at any time.

\_\_\_\_\_  
Fire Suppression Service Technician

\_\_\_\_\_  
Date

\_\_\_\_\_  
Company Service Manager

\_\_\_\_\_  
Date