



JOB DESCRIPTION – MOBILE SERVICE TECHNICIAN

The position of mobile service technician is one that requires an organized, energetic, and dedicated person who understands that their response to a customer's needs has a lasting impression on the long-term sustainability of that customer. The goal of Heritage Fire Equipment is to keep every customer that we gain so that we can be their single source for fire apparatus needs. Service after the sale of the apparatus is integral to this goal.

The position of mobile service technician will be staffed by a motivated, well groomed, courteous person who possesses a mindset based in customer service. The person filling this position must have the ability to effectively and concisely present information to customers who are ultimately responsible for justification on invoicing that is produced as a result of service work

REPORTING

The mobile service technician will ultimately be accountable to the ownership of Heritage Fire Equipment. Day to day oversight will be handled by the Operations Manager (currently Thomas Schafer).

RESPONSIBILITIES

- Responsible for maintaining the appearance and inventory of the Heritage Fire Equipment Mobile Service Vehicle
- Ability to install automotive and emergency equipment on both used and new apparatus
- Ability to troubleshoot and repair items related, but not limited to, the following
 - vehicle air and hydraulic brake systems
 - vehicle coolant systems
 - vehicle electrical systems
 - 12 and 24 vdc
 - Multiplex
 - Genset
 - vehicle running gear
 - vehicle body components
 - vehicle fire pumps

EDUCATION AND EXPERIENCE

- a high school diploma or equivalent
- experience in heavy truck and/or fire truck maintenance a plus
- ASE certifications a plus
- ability to complete basic math and provide precise descriptions for work performed
- ability to operate computer programs such as Word, Excel, and Adobe PDF



JOB REQUIREMENTS

- Class B CDL with tanker endorsement
- must not have any restrictions that would not allow the person to be insured for automobile/liability insurance coverage provided by Heritage Fire Equipment
- EVT Certification completed within the first 18 months in the below listed categories (exams paid for by Heritage Fire Equipment)
 - Fire Apparatus Level 1
 - Fire Apparatus Level 2
 - Fire Apparatus Master Level 3
- Completion of Hale pump school (paid for by Heritage Fire Equipment)

WORK SCHEDULE

The work schedule will vary dependent on need; however, the expectation is that the mobile service technician will work no less than 40 hours per week and normal working hours shall be 7am-3pm weekdays. Work hours, depending on need and type of work being performed, may result in longer hours and/or weekend work.

Since Heritage Fire Equipment services emergency vehicles, it is expected that the mobile service technician be available via cell phone for immediate response to “out of service” calls for repair.

PHYSICAL CAPABILITIES

This position requires that the employee be physically fit and in good overall health. The position entails driving, lifting, standing, and carrying. Additionally, the nature of fire apparatus service work lends to the provider being able to place themselves into tight spaces, many of which are accomplished on their back and/or on a creeper as well as from a ladder.

WORK ENVIRONMENT

The nature of this work will place the employee in many situations in which they are not protected from the elements. Many work functions must be completed in ambient temperatures both above 90 degrees and below 32 degrees for extended periods of time. The employee may be subject to elevated noise levels requiring the use of hearing protection. The employee may also be subject to atmospheric conditions that affect the respiratory system or skin such as fumes, odors, dust, gases, oil and/or poor ventilation.

WORK LOCATION

The work primary work location will be on-site at fire departments throughout the company’s sales territory.



The mobile service technician can expect to be traveling greater than 50% of the time. When not traveling, the work location will be at the company, located in Columbus, Ohio. A company vehicle will be provided, and expenses covered per the company's travel policy. Overnight stays are common for the position.

APPLICATION PROCESS

Interested applicants should submit a letter of interest and a resume via email to info@heritagefireequipment.com.