



About the job

RMD is Hiring Field Service Technicians

Do friends or family tell you have "Spark"? Then we are ready to talk to you. We are adding to our team those who have "Spark" - colleagues who are positive, optimistic, friendly, genuine, likeable, innovative, and intuitive.

Rocky Mountains Distributing (RMD) exists to help our customers THRIVE by providing one-stop lifelong sales and uncompromising service. We represent world-class partners including Taylor, Broaster, Flavor Burst and many more. RMD is the exclusive factory-authorized service provider for the equipment lines as well.

We are a full-service provider and a distributor for an exclusive worldwide manufacturer of food service equipment to the Rocky Mountain region. We work with a wide variety of food service establishments finding the right equipment solutions and avenues to be more profitable for our customers. Our Customer Service philosophy and personal stake in our associates are what sets us apart from the competition. We are growing our team and currently looking for qualified Field Service Technicians. Even if you do not have HVAC experience but love working with your hands, fixing things and are eager to learn something new. Give us a call. Our equipment includes Taylor Company soft serve ice cream machines, frozen yogurt, shakes, grills, smoothies, custard machines and frozen drink machines. We are the exclusive sales, parts and service distributor for Taylor Company for Colorado and Southern Wyoming.

We are looking for potential team members who espouse our core values and defining convictions. Folks who are hungry, courageous, enthusiastic, and curious. Customer-focused recognizing that everybody is a customer. Team members who are humble, selfless, patient, respectful and collaborative.

Responsibilities and Duties

As a Service Technician for RMD, your primary responsibility will be maintaining a world-class level of professional customer service coupled with repairing and maintaining mission critical food service equipment. When one of our customer's calls needing assistance with a malfunction with their equipment, it now becomes the number one priority for RMD to ensure that their equipment gets up and running as soon as

possible. RMD supplies every technician with the most up to date resources, tools, and technology in the industry, including smartphones and tablets with over 100 years of service and technical experience, RMD offers a stable, rewarding, and challenging career opportunity.

Your objectives:

- Interacting with our clients ensuring their concerns are expeditiously and appropriately addressed in a professional and courteous manner
- Providing customers with telephone and or video support for troubleshooting
- Installing, maintaining, repairing, and evaluating a variety of specialty food service equipment, including frozen uncarbonated beverage (FUB) units, frozen carbonated beverage (FCB) machines, soft serve machines, shake, yogurt, and custard machines, pressure fryers, combi ovens and clamshell grills
- Assessing and completing repairs quickly, efficiently, and accurately
- Effectively managing electronic service requests on mobile devices, including cell phones and tablets.
- Commitment to relentless provide one-stop, lifelong sales, and uncompromising service.
- Receive service-based calls as dispatched ensuring prompt responses
- Execute preventative maintenance in addition to troubleshooting a myriad of maintenance and repair procedures of various commercial kitchen equipment
- Embrace a team attitude with relentless exceptional customer relationship skills
- Self-starter and capable of working with minimal oversight.
- Efficiently and effectively communicates with customers
- Maintains company provided vehicle in accordance with company guidelines

Qualifications and Skills

- Experience in a technical role with an elevated level of customer interaction is preferred though not required.

-Experience working in refrigeration, appliance repair, mechanical or electrical fields is beneficial, especially if related to Taylor, Blodgett, Flavor Burst equipment or equivalent product lines (i.e., Rational, Garland, Bunn, Cornelius, FBD, Electrofreeze, or Stoelting) is preferred but not required.

-Must possess excellent customer service skills, with the ability to ask probing questions and understand and resolve customer concerns

-Must be smartphone and tablet literate, with the ability to learn and navigate new software quickly

-Meticulous and detail-oriented

-Must be able to communicate effectively in English, both written and verbal. Any second language

-Internally motivated, driven with a strong work ethic and sense of urgency.

-High School diploma

-HVAC certifications or vocational training and education is preferred but not required. We will train the right person

-Legally authorized to work in the U.S.

-Motor vehicle history and driver's license with satisfactory driving record

-Properly document all maintenance and repair services performed-

-Ability to work overtime, weekends, and holidays as part of a limited rotation schedule, as needed

Travel Requirements:

-Local travel along the Front Range required daily, with occasional travel throughout Colorado and Southern Wyoming.

-Extended travel may be required though typically no more than 2-3 days in length, these trips will include a travel allowance for food and lodging

Benefits

We offer competitive salaries, excellent benefits package with significant ongoing training and development opportunities. Certification and Tuition assistance available.

Job Type: Full-time, Part-time, and Flexible Schedule Available.

Salary: Commensurate with experience. If you are interested, please submit a current resume and cover letter including salary requirements.

Featured benefits

- Medical insurance
- Vision insurance
- Dental insurance
- 401(k)
- Pension plan
- Paid maternity leave
- Paid paternity leave
- Tuition assistance
- Disability insurance
- Student loan assistance

About the Company

ROCKY MOUNTAINS DISTRIBUTING (RMD) is a proud award-winning distributor and full service provider humbly serving the Rocky Mountain Region. We provide world-class food service equipment backed by our factory trained technicians, and superior customer service support staff.

At ROCKY MOUNTAINS DISTRIBUTING (RMD) we believe in Superior Customer Service. We believe in constantly trying to amaze each of our customers every single time encounter and every transaction. Customer service is part of every organization and stereo-typically becomes categorized as a department. We think differently and believe it is significantly more than a department. It is a philosophy. A philosophy to be embraced by every single person in our organization. Customer service is not just a responsibility of the senior leadership, but the entire team of the company, because it is a philosophy, a way of thinking about building your product (or service) to amaze your customers always. We imagine ourselves as a team that delivers consistent, relentless and amazing customer service, the finest in the industry. Our hard-working employees know that customers are

more than customers. We passionately strive to outperform and overachieve, whenever necessary to make people's lives easier a little better. Our employees put themselves in the customer's shoes doing what is best for them. We trust and empower our employees to fulfill the charge of amazing customer service. The results of superior and amazing customer service yields factories, dealers, operators, distributors, and clients who recognize the value that Rocky Mountains Distributing provides, responding in kind, creating a mutually advantageous relationship. Even when our superior customer service is not reciprocated, we continue to deliver whatever it is that helps our customers thrive. Making other people's lives intrinsically enhances our own lives.