



## About the job

RMD is Hiring Service Technicians – Colorado Western Slope

Rocky Mountains Distributing (RMD) exists to help our customers THRIVE by providing one-stop lifelong sales and uncompromising service. We represent global industry leaders and world-class partners including Middleby Manufacturing Lines including Taylor Company, Blodgett, Pitco, TurboChef, Concordia, SouthBend, Middleby Marshall, Broaster, Flavor Burst and many more. RMD is the exclusive factory- authorized warranty service provider for the many of these 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. The equipment we service includes "cold" side and "hot side" cooking equipment. Soft serve ice cream machines, shakes, frozen yogurt, grills, speed ovens, conveyor ovens, custard machines, frozen dessert machines, frozen beverage machines and the list goes on and on.

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 with your primary service territory being the Colorado Western Slope. When one of our customer's call 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.

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. We have the spot for you.

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
- Delivering, 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**

- Minimum EPA Section 608 Certification – Type 1
- Minimum 1-2 years' experience in HVAC and/or the commercial restaurant equipment industry. HVAC certifications or vocational training and industry specific education are given preference.
- Experience working in refrigeration, appliance repair, mechanical or electrical fields is beneficial, especially if related commercial restaurant equipment, cooking equipment,

beverage delivery systems, frozen drink, and beverage equipment.

-Experience or familiarity with Middleby Manufacturing Lines including Taylor Company, Blodgett, Pitco, TurboChef, Concordia, South Bend, Middleby Marshall, Broaster, Flavor Burst or similar equipment such as Rational, Garland, Bunn, Merry Chef, Cornelius, FBD, Electrofreeze, or Stoelting) is preferred.

-Experience in a technical role with an elevated level of customer interaction.

-Experience working in refrigeration, appliance repair, mechanical or electrical fields is beneficial, especially if related commercial restaurant equipment, cooking equipment, beverage delivery systems, frozen drink, and beverage equipment.

-Experience or familiarity with Middleby Manufacturing Lines including Taylor Company, Blodgett, Pitco, TurboChef, Concordia, SouthBend, Middleby Marshall, Broaster, Flavor Burst or similar equipment such as Rational, Garland, Bunn, Merry Chef, Cornelius, FBD, Electrofreeze, or Stoelting) is preferred.

-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 industry specific education are given preference though not required.

-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 Colorado Western Slope area required daily. 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) and Corporate Matching
- Pension plan
- Maternity, Paternity and Family Leave
- Tuition assistance
- Disability insurance
- Student loan assistance