



POSITION DESCRIPTION

Position Title: Suppression Technician **Status:** Non-Exempt Hourly
Reports To: Area Manager
Department: Service

POSITION SUMMARY:

Provides inspection, functional testing services and repair of fire suppression systems. Performs inspection, installation, service and recharging of fire extinguishers and/or other special hazard systems.

DUTIES AND RESPONSIBILITIES:

- Service position with continuous service to internal and/or external customers.
- Inspects and tests fire suppression and special hazard systems to ensure functionality.
- Inspects, installs, services and recharges fire extinguishers to ensure functionality.
- Expected to render all services in accordance with manufacturer instructions, related codes/standards and Company policies and procedures.
- Schedules inspections with customers.
- Provides documentation of inspection for Company records, customer records, authorities having jurisdiction and any other entity which may be required.
- Responsible for the timely completion of electronic inspection reports utilizing Asurio, obtaining customer signature, and attaching electronic report to the appropriate Service Call ID (SCID).
- Communicates discrepancies, necessary system repairs and other important issues to the customer.
- Provides documentation and accurate information on needed system repairs to the Field Supervisor.
- Follows up on rescheduled inspections and/or service department repairs to systems with the Company or customer to assure the completion of service.
- Responsible for accurately recording all time worked in MobilTec daily.
- Markets additional Company services to existing and potential customers.
- Provides on-call availability for customer emergencies and support for special projects as scheduled.
- Has and is expected to use the authority to make decisions that will provide successful transactions and satisfy customers.
- Accuracy and timeliness is a must.
- Handles each transaction in a way that positively spreads our Company's reputation.

- Expected to keep our word 100% of the time and work every day until our obligations are met.
- Supports other departments of the Company as needed.
- Must continuously adhere to Company's Controlled Substances and Alcohol Standard.
- Must continuously adhere to ALL Company Standards and Procedures.
- Expected to work safely, by using good judgment and following all Company safety policies and work procedures with authority to stop an unsafe act.
- Performs other related duties as required.

JOB SPECIFICATIONS

- Must possess excellent written and oral communication skills.
- Must be able to speak, read and write English fluently.
- Must possess a practical knowledge of fire protection codes and standards.
- Must possess good mechanical aptitude with the ability to use trade tools and equipment.
- Must provide quality customer service.
- Must be a self-starter and possess the ability to work alone.
- Must possess excellent organizational skills.
- Must maintain a valid driver's license and acceptable driving record.
- Must handle multiple projects and identify priorities.
- Must interact well with all levels of individuals, internally and externally.
- Must maintain a positive and professional manner.
- Must possess the ability to handle change, resolve conflict and solve problems as they arise with minimal direction.

EDUCATION AND EXPERIENCE:

- High School diploma or equivalent required, plus
- 2+ years of experience in fire protection systems, plus
- Minimum Level II NICET certification in desired field required (or the ability to obtain Level II within the first 18 months of employment), OR
- The equivalent combination of education and experience.

PHYSICAL REQUIREMENTS:

- Must be able to lift and move objects weighing up to 75 pounds, work from heights above 10 feet, and work in confined areas.
 - Must be able to stand for long periods of time.
 - Must be able to lift, crouch, reach, handle, push and pull.
 - Must be able to drive a vehicle.
 - Must be able to travel and stay out of town as needed.
 - Must be able to operate and efficiently use varied hand tools, measuring instruments and gauges and assorted industry related small machines.
 - Must be able to work in extremely cold and extremely hot temperatures.
 - Must be able to work while exposed to loud sounds and noise levels.
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