



Job Description

Job Title: Industrial Burner Services Technician (Hourly / Non-exempt) **Name:**

Reports to: Location Manager / Service Manager

Start Date:

Direct Reports: none

Normal Hours: 7:00AM to 3:30PM Monday-Friday or as necessary

Function:

The Industrial Burner Service Technician performs service calls as dispatched by their Manager and/or Service Coordinator. Service calls are defined as all work performed on burners (gas, oil, methane, propane and other), boiler controls, feedwater units, pumps, valves, softeners and all related system equipment and components. As required, the technician will assist other staff, in the acquisition of parts/materials, and advise on proper procedures and findings of solutions to meet customers' needs.

The industrial Burner Service Technician will work on Industrial Burner Division related projects including, but not limited to: Boiler installations, Boiler/Burner Support Equipment installations, Burner installations. Additionally, the position may be required to assist in the facilitation of any boiler, HVAC, or other services.

Scope:

1. Out of Town Work. Technician may be required to work out of town. If so required, Rasmussen Mechanical Services will make every effort to alert personnel in advance. If required to work weekends or holidays, the Company will pay overtime per RMS rates, or the rate of the current collective bargaining agreement. For some positions, this is more common than other positions; please contact your supervisor or management for further clarification.
2. Weekend Work. Technician may be required to work on weekends and/or holidays. If so required, Rasmussen Mechanical Services will make every effort to alert personnel in advance. If required to work weekends or holidays, the Company will pay overtime per RMS rates, or the rate of the current collective bargaining agreement. For some positions this is more common than other positions; please contact your supervisor or management for further clarification.
3. After Hours Work. Periodically our customers have an emergency that requires mobilizing immediately. If this is required after hours or on weekends, Rasmussen Mechanical Services expects employees to respond to phone calls to determine availability of man power. For some positions this is more common than other positions; please contact your supervisor or management for further clarification.
4. Rasmussen Mechanical Services expects employees to treat customers with respect and courtesy. Unless otherwise stated, employees are expected to leave the worksite cleaner than when we arrived, review the completion of work with the customer, and comply with all customer requirements.



5. Represent Rasmussen Mechanical Services as the preferred mechanical service provider for customers, employees, and business partners.
6. Ensure compliance with local, state, and federal legal requirements. Consistently leads and maintains the highest level of business ethics.
7. Lead by example by personal compliance with Company safety policies, procedures, and workplace safety issues to assure a safe working environment for all. Verify that all required safety measures are identified and included in estimates and customer proposals.

Responsibilities:

1. Maintain truck inventory to prevent unneeded trips for parts. Maintain cleanliness and organization of company service vehicle. Coordinate with Warehouse Manager/Shop Services to maintain mechanical condition of company vehicle by scheduling required maintenance and repairs.
2. Fill out and turn in all paperwork in a timely manner. This includes:
 - a. Daily time reporting
 - b. Completion of Service Orders
 - c. Completion of Service Reports
 - d. Material Check Out/Check In sheets
 - e. Job Safety Analysis
 - f. Vacation/Sick/Time-Off requests
 - g. Others, as required.
3. Be available to attend training programs, schools, seminars, etc. as requested by management.
4. Maintain all appropriate state licenses including Continuing Education Classes/Credits.
5. Manage and lead the on-site efforts of employees and sub-contractors in the safe, timely and efficient progress of work when assigned in a site supervisory role.
6. Provide on-going training to other company team members and junior employees.
7. Comply with all Rasmussen Mechanical Services Policies, including but not limited to:
 - a. Safety
 - b. Driving Company vehicles
 - c. Alcohol and Substance Abuse
 - d. Customer site specific policies
8. Work with other Departments and Divisions, as needed.
9. Other duties as assigned.

Experience:

1. Product/Process knowledge in the following areas:
 - a. Burners and Gas Train components
 - b. Boiler Controls
 - c. Electrical components, including: motors, solenoids, relays, switches, etc.
 - d. Mechanical fluid system components
2. Three (3) to five (5) years of documentable mechanical/electrical troubleshooting.

Skills:

1. Sound mechanical and electrical troubleshooting ability.
2. Excellent oral and written communication skills.
3. Self-motivated, extraverted, tactful, organized, results and goal-oriented professional.



4. Driven by a desire to satisfy customers and provide a high level of customer relations skills.
5. Computer literate with good working knowledge of office products, equipment, and procedures.
6. Great “people skills” to work closely with management, sales, purchasing, and other field personnel within the Company; as well as with vendors, customers, subcontractors, etc. outside the Company.
7. A desire to continually learn new methods; adopt, accept and apply new technology from internal or external resources and continually strive to identify more efficient ways to perform existing processes.
8. Challenge the “status quo” and motivate other team members, openly taking into account the ideas and suggestions of others and incorporating constructive suggestions into practice.

Education/Qualifications:

1. High School Diploma or Equivalence.
2. Professional and industry-specific certifications and licenses.

Physical & Mental Requirements:

1. Must be able to lift 50 lbs. regularly and 75-80 lbs. occasionally.
2. Type / hear / see / speak English clearly.
3. Must be able to read / write / spell / calculate.
4. Must be able to understand and follow written instructions, communicate effectively orally and written, and must be able to listen effectively.
5. Must possess prioritization / organizational / multitasking / stress management skills.
6. Must possess a valid driver’s license.
7. Must pass pre-employment drug screen.