

Ricochet Fuel Distributors, Inc.**JOB DESCRIPTION****Job Title:** **Field Service Technician****Immediate Supervisor:** Service Manager**Date Prepared:** August 6, 2018**General Purpose of the Position:**

Responsible for day-to-day fuel tank maintenance, service calls, and facility operations, including fuel island operations, routine maintenance, cleaning and repair of property and equipment. Regulatory reporting and compliance as it relates to the fuel operations. Field service, tank image, warehouse and fuel inventory management. Fuel tank transportation, storage and fuel tank inventory controls. CDL / HAZMAT required.

Essential Duties and Responsibilities:

- Responsible for the maintenance and high-quality presentation of fuel equipment
- Fuel tank delivery and pick-up using company supplied delivery vehicle
- Assist in the high quality image, maintenance and operations of the fuel island and CFN related equipment
- Ensures compliance with all local, county, state and federal regulations
- Assists in maintaining inventories of fuel, warehouse products, loaned equipment, pumps and associated items – avoiding outages and minimizing inventory costs
- Maintains required OSHA, HAZMAT and other required documentation and certifications
- Anticipates customer needs to add to quality of customer order fulfillment
- Provides excellent customer service in the field representing Ricochet Fuel at all times
- Assists in maintenance and operations of fuel island, including dispensers, canopy, customer service items, card readers and CFN related equipment
- Maintenance and training for forklift and other warehouse equipment / tools
- Maintenance and upkeep of company vehicles
- Complete all service paperwork correctly and in a timely manner
- Communicate professionally and efficiently internally and externally
- Create and maintain up-to-date, step-by-step procedure manual on direct responsibilities of all areas of work
- Recommends to management solutions and “best practices” for overall company improvement
- Seeks personal development opportunities to improve on the job skills
- Assists with administrative duties as needed – volunteer in areas other than direct responsibility. Seeks cross-training opportunities
- Communicates status of responsibilities to management and, when necessary to co-workers, customers and vendors on a regular basis. Immediately alerts management to any anticipated outages or supply problems
- Regular and prompt attendance

- Anticipates company, customer needs when scheduled time off is planned and, when possible has responsibilities completed in advance to minimize work load for other employees in his/her absence
- Responsible for keeping an open line of communication via company phone for all emergencies after hours while on call
- **Adheres to Ricochet's Mission Statement and Core Values at all times**

Computer Equipment and Software Requirements:

- Working knowledge of basic computer systems and cellular telephones
- Microsoft Office with proficiency in Outlook, Word & Excel
- Internet navigation, website login and information research

Education and Experience Required:

- High school diploma or equivalent experience

Knowledge, Skills and Abilities Required:

- Clean driving record with Class C CDL with Hazmat endorsement
- Ability to transport up to 50 lbs. with ease
- Ability to work both indoors and outdoors, regardless of weather
- Computer literacy, with some exposure to Microsoft Office required
- Ability to operate a forklift in a safe manner
- Able to read, write and speak English
- Basic maintenance, repair skills
- Self-motivated with a high degree of self-accountability
- Strong organizational and time-management skills
- Ability to prioritize critical tasks, manage interruptions and work effectively within expected deadlines
- Strong attention to regulatory requirements and compliance
- Positive attitude
- Able to work independently, without direct supervision
- Able to work as a team member
- Able to become HAZMAT certified, if not already
- The ability to pay attention to detail
- Good basic math skills

Physical Functions, as a fraction of time spent at work:

Physical Activity	Time Spent	Lifting or Exerting	Time Spent	Vision Requirements	Time Spent
Standing	1/3-2/3	Up to 10 lbs.	<1/3	Close Vision	1/3-2/3
Walking	1/3-2/3	11-25 lbs.	<1/3	Distance	<1/3
Sitting	1/3-2/3	26-50 lbs.	<1/3	Color	<1/3
Fingering/Handling	1/3-2/3	51-100 lbs.	0	Peripheral	<1/3
Reaching/Climbing	1/3-2/3			Depth Perception	<1/3
Stooping/Crawling	<1/3			Adjust Focus	<1/3
Talking/Hearing	1/3-2/3				

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. Failure to perform assigned duties could result in disciplinary action up to and including termination.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Date Reviewed: _____

Employee: _____

Supervisor: _____