

Astec Industries, Inc. Job Posting

Astec Industries, Inc. is an Equal Opportunity Employer, including Disability/Vets

The Service Department at Sterling (AMS site) has an immediate opening for the following position:

Job Title	Supervisor	Department	Salary
Technical Service Representative – Ranger Line	Tim Mandrell, Product Service Leader	Service	Based on Qualifications

Employees who are interested in posting for this position should notify their supervisor of their interest before 5:00 pm on Friday, April 30th, 2021, and also notify Rhonda DeWitte at rdewitte@astecindustries.com (be sure to include an updated resume).

Individuals will be selected on the following basis:

Is the new job an advancement?

Current Job Performance

Summary:

Technical Service Representative will provide professional technical support for a designated product line, perform equipment startups, training, maintenance, troubleshooting and repair on assigned products. Provide value added services to our customer's equipment with the goal of maximizing plant and equipment productivity.

Essential Duties and Responsibilities:

- Analyze, diagnose and correct technical field application, operational, controls and mechanical problems in person, phone or other correspondence with dealers and/or customers
- Prepare detailed case management files in efforts to swiftly resolve issue and build knowledge base
- Provide assistance in developing and presenting training programs
- Provide technical assistance in the development of operator, maintenance, and service manuals
- Perform warranty analysis, problem detection and related product improvement as required

Qualifications:

- High school diploma is required
- Demonstrated outstanding mechanical aptitude supported by experience using tools of the trade
- Experience with electrical and hydraulics are preferred
- Basic understanding of business, product applications and customer service principles
- Excellent interpersonal, verbal & written communication, collaboration and leadership skills are required
- Ability to travel overnight and work long hours is required. 25% travel is typical.
- Ability to exercise sound judgment and solve problems, work independently, effectively & efficiently manage jobsite & workload, and work well under pressure.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; frequently talk and hear; and frequently climb or balance. The employee frequently is required to stand, walk, and sit. The employee must frequently lift and/or move up to 50 pounds. This position is required to operate a service truck and/or automobile and travel by airplane. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is primarily exposed to a field environment and occasionally a shop manufacturing and office environment. The employee is required to travel. Exposures at jobsite can include moving and vibrating mechanical parts, heights, fumes or airborne particles, and outside weather conditions. The employee is exposed to travel hazards associated with airline and automobile travel. The employee is exposed to electrical hazards, toxic or caustic chemicals, extreme cold and extreme heat. The noise level in a customer's facility environment can be very loud. There is occasional exposure to confined and poorly illuminated areas. These conditions are usually correctable using personal protective equipment (PPE). Must possess the ability to work outdoors in all weather and at any time during the day (24hours).

Note: This job description is intended to be a general guideline of areas of responsibility. There will be incidental tasks not listed on a job description that arise at various times. These tasks are assigned to help out the department and company and, as a member of the Astec, Industries team; each employee is expected to help in these areas.

Company service date (seniority)

If interested in this position, you are required to notify your immediate supervisor of your interest in this position and also notify Rhonda DeWitte at rdewitte@astecindustries.com (be sure to include an updated resume). Women and minorities are encouraged to apply.

Post: 04/19/2021

Remove: 4/30/2021