

POSITION DESCRIPTION

TITLE:	Service Technician, Lancaster base of operations
DEPARTMENT:	Operations
PAY STATUS:	Non-Exempt, Hourly
POSITION RELATIONSHIPS:	Reports to: Service Manager Direct Report: None

ProCare Medical is a provider of equipment and services that promote Safety in Caregiving to healthcare and home settings. With a regional offices in Lancaster PA and Hillsborough, NJ, the products and solutions maximize outcomes and reduce costs of care in both healthcare and home settings.

POSITION SUMMARY:

The Service Technician will be responsible for the service, preventive maintenance and inspection of various patient / consumer equipment. This includes mobile floor lifts, ceiling lifts, stair lifts, beds, bathing / showering systems, specialty chairs and other third party products.

Join a growing company focused on Safety in Caregiving.

ESSENTIAL FUNCTIONS:

- Perform field service repairs and scheduled maintenance procedures on equipment which may be electronic, mechanical, and plumbing in nature. Assist and / or perform installations of same equipment.
- In house shop repairs, equipment cleaning, assembly, and delivery.
- Must have the ability to interact directly with home-owners, staff at hospitals, nursing homes, group homes, etc. while performing essential functions.
- Keep accurate project records for expenses, hours worked, inventory / equipment utilized.
- Maintain the company service/delivery vehicle in good operating condition, cleanliness and stocked with correct parts / components.
- Occasionally, based on available service and workload, the technician may perform other duties as assigned in other areas of the business such as shipping / receiving, office and technical support.
- Additional responsibilities as requested or required.

QUALIFICATIONS/EXPERIENCE/ABILITY REQUIRED:

- High school diploma/GED preferred.
- Must have basic understanding of mechanical, electrical and plumbing methods.

- Must have a valid U.S. Driver's License with a clean driving record.
- Must be able to work independently and follow written and verbal instructions.
- Must be able to lift up to 50 pounds and work on a ladder for extended periods of time.
- Must be able to occasionally travel with overnight stays for multiple days or a week at a time.
- Basic proficiency in Windows, Microsoft Word, Excel, and Outlook.

COMPETENCIES:

- Work independently in healthcare settings
- Builds commitment and overcomes resistance
- Display empathy and honesty to customers
- Uphold and understand the core values of the organization
- Understands business implications of decisions
- Demonstrate technical knowledge and capacity to learn new products
- Promotes a harassment-free environment
- Demonstrate factors of emotional intelligence, including self awareness and regulation

JOB OFFERING

- Wages: Hourly DOE
- Vehicle and Tools: provided
- Cell Phone: Allowance
- Travel: AAA Membership provided, other approved expenses incurred reimbursed per company policy and handbook.
- Health Benefits: Aetna major healthcare, with dental/vision
- Company Match 401K
- Vacation: 2 weeks, 3 personal days (Vacation days per company handbook)

As a growing company within a dynamic and evolving industry, we welcome you to experience a culture and family like atmosphere, where we are dedicated to improving lives.

HOW DO WE BEHAVE?

Values

- **Integrity** - We are committed to making honest and ethical decisions in the best interest of our customers, and combining faith into our workplace
- **Flexibility** - We are passionate about meeting or exceeding our customer expectations
- **Teamwork** - We are a team that is committed to upholding our values and working together, remembering to treat others as we would want to be treated
- **Rewarding** – We are committed to providing an enjoyable culture and work experience, understanding the needs of family, personal relationships, and giving back to the community.
- **Learning** - We strive to provide true solutions by promoting education and in learning from others, both internally and externally

WHY DO WE EXIST?

- To promote and provide a dignified and safe experience for residents and patients
- To improve the lives of those we are privileged to serve
- To maximize outcomes and reduce cost-of-care for operators and management of healthcare