



of New Hampshire

Position Profile: Maintenance Technician, Gasket Guy

Location: Brentwood, NH

Date: November 2023

Company Summary

Established in 1980, Summit Supply is a growing company that caters to the restaurant, hospitality and institutional trades. We specialize in warewashing, cleaning, on-premise laundry and paper products. For more than 30 years, we have served Northern New England, including New Hampshire, coastal Maine and Massachusetts, and now boast more than 1000 customers. In 2021 we became a franchisee of Gasket Guy, expanding our services to include refrigeration equipment gasket & related hardware replacement. We are also expanding our services to include HVAC condenser coil cleaning.

Position Summary

The primary responsibilities of this position will be: Promoting, quoting, installing and servicing the Gasket Guy product line; delivery/pickup and maintenance of Soak Tank equipment; and promoting and fulfilling our HVAC condenser coil cleaning services; To facilitate learning, the candidate will learn all aspects of services associated with the Gasket Guy products & GGXSELL app, Soak Tank operation, and condenser coil cleaning.

Key Responsibilities

- Reports directly to Gasket Guy Manager, and will have frequent contact with owner, company employees and customers
- Provide product delivery and repair services associated with the Gasket Guy products
- Use of key Gasket Guy software apps, including GGXSELL
- Provide customers with timely sales estimates and quotations
- Follow pricing and gross margin guidelines for all customer estimates, including hardware price comparison
- Place timely supply orders directly with Gasket Guy
- Develop mastery of Gasket Guy technology
- Learn all aspects of the installation and replacement of the entire Gasket Guy product line
- Provide equipment delivery and pickup of Soak Tanks; provide monthly draining, cleaning, delimiting and refilling of tanks
- Provide preventative maintenance and cleaning services for compressor condenser coil cleaning
- Maintain truck inventory of products, parts, tools and appropriate documents
- Maintain cleanliness, appearance, and working condition of company vehicle
- Process a variety of daily forms, including service reports, weekly accomplishment reports, bill of lading manifests and D.O.T. vehicle inspections
- Provide customers with product and service demonstrations
- Collect past due payment during customer call upon direction from General Manager and/or Office Administration, prior to delivery of products and services
- Other responsibilities as required
- Work closely with Summit Supply sales staff to ensure cross-selling and cross-promotion of product lines

General Responsibilities

- Maintain truck inventory of products, parts, tools and appropriate documents
- Maintain cleanliness, appearance & working condition of company vehicle
- Assist with collections from past due customers
- Comfortable with basic tools
- Organized and disciplined with work habits
- Strong customer skills and outgoing personality
- Strong team skills and able to work well with both clients and fellow staff
- Adherence to daily work schedule of 630am - 300pm; some overtime may be required
- Daily communication with Gasket Guy staff, typically after completion of each installation & appointment
- Other projects as required

Qualifications

To perform this job successfully, an individual must be able to perform the duties listed above and exhibit the following knowledge, skills, and abilities in a satisfactorily manner with or without reasonable accommodation:

- Communication and customer service skills, including written and verbal
- Ability to maintain constructive working relationships with management and coworkers
- Attention to detail and strong follow-up skills
- General technical understanding of our products and customer needs

Education and/or Experience

Degree in Technical-related field is helpful; two years related experience and/ or training; or equivalent combination of education and experience.

Communication Skills

Ability to speak effectively with our customers and employees and foster a collaborative, positive approach to challenges and set a leadership example. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, proportions, and percentages. Ability to apply concepts of basic algebra.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Physical Demands

While performing the duties of this job, the employee is frequently required to walk, stand, use a computer and mobile phone, and lift and move up to 50 pounds. The employee is occasionally required to sit, climb or balance, stoop, kneel, crouch, or crawl, and occasionally lift and move up to 100 pounds.

Work Environment

While performing the duties of this job the employee is regularly exposed to moving mechanical parts. The employee is frequently exposed to outside weather conditions. The employee is exposed to caustic chemicals and risk of electrical shock. The noise level in the environment is moderate.