

**Position Profile: Route Technician,  
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 Route Technician will drive pre-established routes in order to provide product delivery, inventory management of customer's needs, and preventative maintenance and simple repairs of commercial dishmachines.

This role reports to our Route Technician Manager with regular interaction with our management team, including our Owner and General Manager, and all our Technicians, Warehouse staff, and customers.

### **General Responsibilities**

- Provide product delivery, inventory management, preventative maintenance and simple repair services
- Respond to trouble calls daily as well as on a rotating schedule of evenings and weekends
- 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 new product demonstrations and promote good ware washing practices
- Collect past due payment during customer call upon direction from General Manager and/or Office Administration, prior to delivery of product
- Other responsibilities 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 satisfactory 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; 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.

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