

Service Tech Position Available

Advanced Water Systems of Southeastern NC is seeking qualified candidates to fill an open Service Technician position in our company. We are a family-owned and operated business specializing in the installation and servicing of residential and commercial water treatment systems. The successful applicant will join an existing Service Department and is expected to work independently and on a team as needed and to work with the Service Department to develop and execute the service side of the business. Mechanical aptitude is a must and previous plumbing experience is a plus, but not mandatory. We are seeking an honest, communicative, hard-working, conscientious, creative individual who understands the importance of stellar customer service, rapid response, attention to detail and always holds himself/herself to a high level of professionalism. The successful applicant must have a clean NC driving record, pass a background check, and be substance-free. The job responsibilities would include:

1. Installation and Servicing of Kinetico and other water treatment systems
 - a. requires direct interfacing with customers, as well as Sales Staff and Office Staff
 - b. must be professional in all aspects of customer dealings - you would represent the company
 - c. requires gaining complete knowledge and understanding of water treatment and Kinetico equipment
 - d. must learn and carry out all plumbing duties adhering to NC Plumbing Code
 - e. requires crawling and working under houses, digging trenches, burying equipment in all weather conditions
 - f. requires going into customer's homes to install drinking water systems and/or whole house systems.
 - g. must be neat, organized and professional in all installation work
 - h. must be able to explain equipment operation to customers
 - i. must be able to lift and maneuver heavy loads up to 100 lbs. or more
 - j. over long term - expect candidate to become a licensed plumber in the state of NC
 - k. requires understanding of water treatment equipment (both Kinetico and non-Kinetico)
 - l. must learn to test water quality for basic parameters
 - m. must be able to lift 50 bags of salt
 - n. salt delivery and filter change outs
 - o. must be able to organize, log, track, schedule and carry out all service work
 - p. help develop service contract plan offerings for existing customer base and execute
 - q. help set up and organize company shop for equipment preparation, parts and supply inventories, and new work areas to facilitate tank clean-out and re-bedding activities.
 - r. maintain van inventory
 - s. maintain company van in terms of organization, cleanliness, and routine maintenance - this vehicle would eventually be used by the successful applicant once trained.