

## JOB DESCRIPTION

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Position Title: Coffee Technician- Port Coquitlam, BC

Department: Service

Reports to: Regional Service Manager- BC

☐ Salary

☒ Hourly

☒ Full-time

☐ Part-time

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### **Position Summary:**

*Do you have a passion for coffee? Do you love a good cappuccino?*

*DSL's customers are some of the best food service operators in the world. When their equipment breaks down, they depend on DSL Service Technicians to make the repairs faster and more accurately than anyone else.*

- Would you like to work in an environment that provides continuous training and a culture of excellence?*
- Would you like to work on different types of machinery every day?*
- Would you like to work independently?*

As a Coffee Service Technician at DSL, you will be responsible for maintaining an extremely high level of customer service and professionalism while repairing and maintaining food service equipment. If a customer has a malfunction with their machine, it is up to DSL to ensure that they are up and running as soon as possible; their business often depends on it. DSL supplies every technician with the most up to date technology in the industry, including tablets and smartphones operating cutting edge cloud-based software. With over 100 employees and 4 offices across 4 provinces, and over 100 years of experience, DSL can offer a career that is stable, challenging, and rewarding.

### **Essential Job Functions (day to day responsibilities):**

- Installing, maintaining, repairing and testing a variety of specialty food service equipment, including superautomatic espresso machines, frozen carbonated beverage (FCB) units, and more
- Work alongside the DSL sales force to provide coffee systems expertise and support
- Interacting with our customers and ensuring that their concerns are appropriately addressed in a professional and courteous manner
- Responding quickly and efficiently to service calls
- Providing customers with telephone troubleshooting
- Assessing and completing repairs quickly, efficiently, and accurately
- Effectively handling service requests and work orders on DSL's Android app

- Maintaining an orderly and accurate parts inventory in your personal DSL vehicle
- Training other technicians on preventative maintenance and service procedures

### **Additional Responsibilities**

- Maintaining relationships with customers by addressing concerns, identifying solutions and recommending system improvements
- Recognizing opportunities to up sell additional services offerings and products
- Responding to on-call service emergencies on select evenings and weekends

### **Recommended Credentials**

#### Education

- Valid Commercial Appliance or Electronics Technician Certificate

#### Experience

- Barista or coffee experience is an asset
- Experience in a technical role with a high level of customer interaction is preferred
- Experience working in appliance repair, or small electronics repair fields is beneficial, especially if related to Taylor, Franke Coffee or Henny Penny equipment or equivalent product lines (Garland, Bunn, Cornelius, Electrofreeze)
- Experience in small appliance repair including computers, printers etc...

#### Required Skills:

- Must possess excellent customer service skills, with the ability to ask probing questions and understand and resolve customer concerns
- Must be smartphone and tablet literate, with the ability to learn and navigate new software quickly
- Must be able to independently apply DSL's processes, procedures and uphold rigorous standards without constant management
- Meticulous and detail-oriented
- Must be able to communicate effectively in English, both written and verbal. Any second language an asset.

### **Travel Requirements**

- Valid Class 5 driver's license
- Local travel is required on a daily basis, with occasional travel throughout various nearby communities and towns. Company vehicle and gas card are supplied by DSL
- Extended travel may be required. Normally 2-3 days in length, these trips will include a travel allowance for food and lodging.

DSL wants to ensure the highest chance of success for all of our employees. As a result, every incoming employee will receive comprehensive training, competitive wages and more.

### **About Us**

For over 100 years, DSL has served the foodservice industry by providing, maintaining, and servicing class-leading equipment. Our customers represent the top of the foodservice industry, including McDonald's, 7-Eleven, Mac's, Tim Hortons, A&W, Wendy's, Chevron and more. With an absolute priority placed on providing unmatched service support, DSL continues to grow.



This job description is intended as a guide to the requirements of the position and is not intended to be definitive. The job description will be subject to review, together with the incumbent and according to the needs of the organization.

We offer competitive compensation, meaningful and challenging work, and an engaging and collaborative environment. For more information on our company, please visit our About DSL page. To apply, please submit your resume and cover letter to [hr@dslinc.com](mailto:hr@dslinc.com).

We thank all applicants for their interest; however, only those selected for an interview will be contacted.