

## Service Technician -Lethbridge, AB

For 105 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.

As a 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 smartphones and operating on 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 frozen carbonated beverage (FCB) units, soft serve machines
- 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 support for troubleshooting
- Assessing and completing repairs quickly, efficiently, and accurately
- Effectively handling service requests and work orders on DSL's Android app
- Training other technicians on preventative maintenance and service procedure

### Required Skills:

- Must possess excellent customer service skills, with the ability to ask probing questions and understand and resolve customer concerns
- Must be smartphone 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

### Recommended Credentials:

#### Education

- Valid Commercial Appliance Certificate
- Refrigeration Journeyman or apprenticeship. Apprenticeships or equivalent experience above 2nd year will be considered
- Refrigeration, HVAC, Appliance, Journeyman or Apprentice

## Experience

- Experience in a technical role with a high level of customer interaction is preferred
- Experience working in refrigeration, appliance repair, mechanical or electrical fields is beneficial, especially if related to Taylor, Franke Coffee or Henny Penny equipment or equivalent product lines (i.e., Rational, Blodget, Garland, Bunn, Cornelius, FBD, Electrofreeze, or Stoelting)
- Experience working in a convenience store or fast-food establishment an asset

## Requirements

- Valid Class 5 driver's license and clean driving abstract
- 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 and competitive wages.

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.

