



Job Title:	Field Service Technician	Job Category:	Service
Location:	Chandler, AZ	Travel Required:	Day Trips (Surrounding Area)
Pay:	Hourly / Non-Exempt	Position Type:	Full-Time
MISSION, VISION, & VALUES			
<p>Mission: <i>The mission of Blue Square is simple: to manufacture and supply the most innovative and high-quality products possible to the pool industry.</i></p> <p>Vision: <i>To become a global leader in pool equipment manufacturing.</i></p> <p>Values:</p> <ul style="list-style-type: none"> • <i><u>Integrity:</u> Do what we say we will.</i> • <i><u>Quality:</u> Provide outstanding products and unsurpassed service that, together, deliver premium value to our customers.</i> • <i><u>Continuous Improvement:</u> Display a constant desire for progress.</i> • <i><u>Honest Communication:</u> Communicate fearlessly to build trust.</i> • <i><u>Initiative:</u> Exhibit a strong will to win by leaning forward and displaying urgency.</i> • <i><u>Fun:</u> Smile and enjoy the ride.</i> 			
JOB DESCRIPTION & RESPONSIBILITIES			
<p>As a swimming pool equipment manufacturer, we are looking for a person to act as a field service technician. This person will work with homeowners and pool builders to diagnose and repair swimming pool in-floor cleaning systems and swimming pool lighting. Your focus will be to diagnose and repair the systems to proper operation and/or educate the client on proper maintenance and operation to eliminate future issues.</p>			
ESSENTIAL DUTIES			
<p>ROLE AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Serves existing accounts by analyzing work orders; planning daily travel schedule; investigating complaints; conducting tests; resolving problems. • Establishes service procedures by studying system requirements; ordering and gathering components and parts; completing repairs and servicing warranty claims. • Maintains rapport with customers by examining complaints; identifying solutions; suggesting improved methods and techniques for proper operations of systems • Keeps equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance as required • Documents service and installation actions by completing forms, reports, logs, and records. • Updates job knowledge by participating in educational opportunities; reading professional publications. 			
QUALIFICATIONS			
<p>EDUCATION REQUIREMENTS</p> <ul style="list-style-type: none"> • Applicants must have a high school diploma or GED. • CPO or AST Preferred <p>PREFERRED SKILLS</p> <ul style="list-style-type: none"> • Ability to read blueprints and diagrams. • Electronics Troubleshooting Knowledge. • Ability to swim required. Underwater diving experience preferred. • Self-starter with the ability to work independently and in a fast paced and unsupervised environment • Ability to manage and track inventory • Basic computer skills. • Clean driving record required. • Bilingual (English & Spanish) 			
PHYSICAL REQUIREMENTS			
<ul style="list-style-type: none"> • Must be able to climb, bend, kneel, crawl, and stoop on a frequent basis and for extended periods. • Must be able to work outdoors in all kinds of weather, including extreme temperatures. • Must be able to work in a wet environment. 			