

# M. G. NEWELL CORPORATION

## JOB DESCRIPTION

JOB TITLE: Field Service Technician

DEPT: Engineering

SUPERVISOR: Engineering Manager - Nashville

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### PRIMARY PURPOSE:

The primary purpose of this position is to provide our customers with mechanical repair services on pumps, valves, homogenizers, plate heat exchangers, and Federal Fillers. Equipment for repair may be at the customer plant site or in the MG Newell Shop. Fabrication of pump assemblies as well. Welding experience preferred.

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### JOB DUTIES:

- Perform routine field service work on a variety of process equipment. These include homogenizers, pumps, valves, heat exchangers and fillers.
- Maintain all records of equipment serviced.
- Troubleshoot, investigate, and provide solutions to non-routine customer problems.
- Maintain contact with customers to schedule activities. Communicate schedule to others for coordinated activities. Notify sales of any Customer visits.
- Provide technical support for inside and outside sales personnel, other associates, and customers. Provide phone support as required and available.
- Maintain all tools in proper working order. Maintain MG Newell equipment. Keep all information properly documented and stored for easy retrieval.
- Keep assigned MG Newell service truck (if any) in good working order. Keep up with periodic maintenance. Advise Engineering Manager when major maintenance is required. Keep truck clean and looking presentable to customers.
- Stay abreast of new technology in relevant industry equipment and their applications to your field of work.
- Assist shop with other activities as time permits. This may include making pick-ups and deliveries, and other work as assigned.
- Fabricate Pump Assemblies
- Write quotes when necessary.

### KNOWLEDGE/REQUIREMENTS:

- Associate degree preferred but not required

- Knowledge and experience with homogenizers, fillers, valves and pumps
- 3-5 years experience preferred in industrial maintenance.
- Willing to travel 75% +/- of the time

M. G. Newell Corporation has been in business for over a century providing sanitary process components and integrated process systems to the food, dairy, citrus, beverage, pharmaceutical and personal care industries. With divisions in Greensboro, North Carolina; Louisville, Kentucky, and Nashville, Tennessee, our services extend to the Mid-West, MidAtlantic, and Southeastern United States.

M.G. Newell is an Equal Opportunity employer and will consider all qualified applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status. Learn more at [www.mgnewell.com](http://www.mgnewell.com)