

Job Description

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TITLE: Service Technician

REPORTS TO: Branch Manager.

SUPERVISES: NONE

EXPECTATION OF WORK HOURS: Full Time

DUTIES/RESPONSIBILITIES:

1. Comply with all applicable company policies and procedures.
2. Develop and maintain working knowledge of(i) current HME products and services offered by the Branch, and (ii) all applicable governmental regulations.
3. Manage his/her territory to reach service goals and deliver equipment and oxygen as required in accordance with industry standards and applicable governmental regulations including U.S. Department of Transportation (DOT) and U.S. Food and Drug Administration (FDA) guidelines.
4. Educate patients in proper use and care of respiratory and HME equipment in a home setting.
5. Complete written patient visit reports following setup and follow-up visits as required.
6. Assist in resolving patient equipment problems under emergency conditions.
7. Process all orders in a timely, accurate manner.
8. Promote services and products to referral sources in the community as appropriate.
9. Develop basic reimbursement knowledge and completely document all information necessary to ensure reimbursement for all appropriate equipment, products and services.
10. Develop technical knowledge, as appropriate, of the HME or respiratory products and services provided by the HME Company
11. Assist with implementation of quality improvement program to meet company and accreditation standards.
12. Maintain home oxygen systems through regularly scheduled visits to patient.
13. Deliver and setup required equipment in the patient's residence.
14. Assume on-call responsibilities during non-business hours in accordance with company policy for same.
15. Perform routine preventive maintenance and simple repairs on equipment as required in accordance with company policies.
16. Report equipment hazards and/or product incidents as required in accordance with company policies and procedures.

MINIMUM QUALIFICATIONS:

1. Possess high school diploma.
2. Must obtain the necessary driver's license and applicable medical certification card.
3. Must possess good driving record.
4. Effective verbal and written communication skills
5. Previous experience or successful completion of factory training seminar for home medical equipment preferred.

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REQUIRED KNOWLEDGE/EXPERIENCE: NONE

REQUIRED LICENSE/CERTIFICATION: Valid Driver's License.
Commercial Driver's license with Hazard endorsement may be required.

COMPETENCY REQUIREMENTS: Service Technician Competency

PHYSICAL DEMANDS:

- Sitting, standing, walking at desk, in office
- Operation of office machinery and computer
- Occasionally lift/move items up to 100 pounds
- Visual abilities to include reading, distance vision and peripheral vision

I have received this job description. I believe I am fully capable of performing all items and task listed above and meet all the necessary qualifications.

Signature: _____ **Date:** _____