

Service Technician

Accessibility Services, Inc. Cleveland, OH, USA

- Employment Type
 - Full-Time
- Benefits Offered
 - Dental, Life, Medical, Paid Time Off, Retirement, Vision
- Compensation
 - \$19 to \$23 per hour

Why Work Here?

Great executive team, awesome company culture, incredible opportunity to support the community.

Are you looking for an exciting position where you enjoy traveling to different parts of the United States, receive per diem and make a difference? Do you want to be an advocate for individuals living with disabilities, working to improve their independence? If so, then this opportunity was custom made for YOU.

Accessibility Services, Inc. (ASI) is the provider of the autoNO ME, the world's most advanced, customizable, integrated environmental control and speech generating device on the market. Our mission is to develop and provide innovative assistive technology to enhance independence and increase the quality of life for individuals with spinal cord injuries or have been diagnosed with a chronic, progressive disease such as amyotrophic lateral sclerosis (ALS) or multiple sclerosis (MS). The autoNO ME allows our customers to enjoy independence, have a voice, and be able to easily and comfortably access computer programs and the internet.

We are expanding our service team and are currently conducting a search for a Service Technician. We are seeking a skilled and motivated Service Technician to join our team and contribute to our mission of delivering exceptional service to our customers. The right candidate will be prompt, assertive, driven, a good listener, attentive and empathetic.

Please visit our website: www.accessibilityservices.com

Service Technician Job Description and Responsibilities

- Always present a neat and groomed appearance. As a front-line member of the ASI team, the service technician must make an awesome, courteous, and professional impression on our clients.
- Provide constructive feedback and recommendations to company management on procedure improvement, product enhancements and product addition (R&D).
- Review evaluations and quotes prior to arriving for the installation.
- Travel arrangements are booked and sent to service manager in a timely manner once job has been assigned.
- Call customer if you are unable to make the scheduled appointment.
- Overall installation of residential products.
- Present when contractors are on site installing.
- Provide the appropriate level of training with the customer and care staff on the equipment provided ensuring they understand and feel comfortable with the training.
- Take pictures of all equipment installed and upload pictures into the customers Zoho CRM account under attachments.
- Make notes and/or changes to the packing slip prior to customer signing and emailing for processing.
- Submits/emails all necessary paperwork for processing.
- Timely submission of trip sheet in Zoho CRM.
- Provides good detail of the installation and training on the trip sheet.
- Timely and correct submission of expense reports with correct categories selected and all receipts attached correctly.

Requirements

- 25 years of age or older for rental car purposes.
- Willing and able to be away from home for multiple weeks if needed.
- Must live within an hour of the Cleveland Hopkins International Airport.
- Clean driving record.
- Proficient computer skills.
- Possession of a valid state driver license and insured motor vehicle.
- Hepatitis B vaccination.
- Ability to pass a TB screening.
- Read, write and speak English.
- Able to sit, stand and walk.
- Ability to lift and/or move up to 35 pounds on occasion.
- Must pass a Level 2 background check based on ACHA guidelines.

Benefits

- *Salary* – \$19.00 to \$23.00 per hour
- *Per Diem* - \$50/day for overnight travel
- *Health* – 60% of the premium is paid by Accessibility Services, Inc. Vision insurance is available; 100% of the cost is paid by the employee. Employees are eligible on the first day of the month following 60 days of employment.
- *Life* - \$25,000 life insurance/AD&D benefit paid by Accessibility Services, Inc. with the option for employees to purchase up to an additional \$100,000. Employees are eligible on the 1st day of the month following 60 days of employment.
- *401k*

- *Vacation and Personal Time:* Combines vacation/sick/personal days and accumulates bi-weekly (pay date) from date of hire. Year 1 is 8 days which is accumulated at 2.46 hours per pay. Years 2-5 is 13 days, accumulated at 4 hours per pay and 5 or more years is 18 days, accumulated at 5.32 hours per pay.
- *Paid Company Holidays:* New Years' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day and personal day.

About Accessibility Services, Inc.:

ASI is the provider of the autoNoME, a combined augmentative and alternative communication aid and environmental control unit (ECU) designed specifically for individuals with severe disabilities, progressive diseases and spinal cord injuries. ASI's proprietary autoNoME has become one of the most popular hospital and residential products on the market. The autoNoME seamlessly integrates full environmental control, augmentative and alternative communication (AAC) and computer access (Windows 10) into one single package. Founded in 1991 with a primary vision to help veterans, ASI has since expanded its mission to address the needs of all severely disabled individuals with a special focus on the unique and exceptional needs of the individual with quadriplegia community. Founder Fred Thompson's philosophy, "we start with the customer and work backwards" has inspired ASI's research and development engineers to stay one step ahead of technology, ensuring the company continues to deliver the most advanced and progressive solutions on the market.

ASI has helped thousands of people realize and regain their independence. Additionally, our staff undergoes ongoing training to refine their expertise in evaluating, installing and servicing all of the products we represent.

We also work alongside therapists, case managers and caregivers during the evaluation process, offering our experiences and expertise to ensure each client is equipped with the appropriate devices. We take this a step further in commercial facilities, working with bio-engineers, doctors, nursing, therapists and facility management to provide reliable solutions to their patient care needs.