

Our mission is to exceed our customers' expectations as their most reliable, innovative, and trusted lab resource. We achieve this by partnering with customers to solve their most pressing day-to-day challenges and always holding ourselves to a higher standard of product quality, exceptional service, and unmatched support.

Summary/objective

Perform preventive maintenance service calls at client locations, addressing any needs, concerns, and questions they might have. Coordinate schedule with customer and maintain communication regarding estimated time of arrival, job status, equipment status, and time of completion and departure from account with your direct manager and the customer. Perform all service calls to the Avantik standards of training and protocol. Uphold company core values at all times.

Essential functions

- Perform Preventative maintenance according to the PM protocols.
- Maintain possession of proper parts inventory necessary for PM tasks.
- Evaluate client labs for additional service opportunities.
- Compile necessary service reports and PM date stickers for all instruments service.
- Record service reports and send to Service Coordinator electronically.
- Restock inventory as parts become available. Take physical inventory of warehouse as requested.
- Review service schedule for upcoming week and plan accordingly.
- Attend scheduled Tech meetings as required.
- Assist Priority service team with their service calls as needed.
- Coordinate all quotes with the office staff.
- Follow up on any pending contract renewals and PM jobs that have not yet been closed.

Competencies

- Basic mechanical aptitude and skills
- Time management skills
- Basic PC skills
- Solid verbal and written communication skills
- Neat and orderly appearance with the client in mind always
- Team player
- Negotiation skills
- Ability to interpret schematics and illustrated parts drawings
- Ability to lift 50 pounds and stand for long periods of time
- Manual dexterity, hand-eye coordination

Travel required

- Travel is required to provide service at customer locations.
- Travel by driving or flying is required based on the needs of the business.

- Overnight stays are required on an as needs basis to complete service needs of the customer.

Avantik is an integrated medical products and services company delivering superior quality instruments, reagents, consumables, and service to the anatomic pathology market consisting of hospital, reference, and physician office laboratories in the US. The company is headquartered in Montville Township, NJ.

Avantik's experienced team and consultative partner approach integrates consumables, service, equipment, and education so that labs focus on what matters most - having everything under control in their laboratory to deliver fast and accurate diagnoses. Avantik offers a full line of consumables and reagents for the histology lab sourced and private label Avantik branded and by distribution of other brands. Avantik has serviced all brands of OEM histology lab equipment for over 40 years and offers best-in-class responsiveness and an industry leading 97% first time fix-rate.

Avantik offers a team orientated, customer service focused environment with competitive compensation, bonus programs, medical (company covers 80% of the cost), dental and vision insurance, 401K (with a match) and more.

Learn more at www.avantik-us.com

Avantik is an Equal Opportunity Employer.