

Draft Quality Services Technician

This position provides draught beverage customers with regular draft cleaning services in accordance with supplier guidelines and requirements. Nappi's Draft Quality Services Technician also provides service with installations, modifications, and troubleshooting of customers' draft beverage dispensing equipment as assigned.



Essential Functions

- Performs regular cleaning and maintenance of draft lines at assigned customer locations in accordance with established schedule and assignments as directed by Supervisor.
- Checks temperature, pressure, and expiration date of beer products to identify any quality issues; rotates product as necessary.
- Promptly responds to customer service calls to resolve questions and troubleshooting issues.
- Proactively communicates with Supervisor, and applicable Sales Representatives, for special account instructions, issues, customer concerns, observance of competitor activities, and sales opportunities.
- Accurately maintains customer service records with details on services performed, quality issues, and other relevant information.
- Provides instruction/training of customers' staff on draft equipment basic use, procedures, and techniques.
- Assists with new installations and special events as directed throughout the year.
- Attends staff meetings and events as required.
- Responsible to maintain the Draft Services' shop and assigned vehicle in a clean, sanitary, and organized manner.
- Complies with all Nappi, customers', and industry safety standards and guidelines; exercises solid judgement to work safely, including use of proper body mechanics.
- Represents Nappi Distributors by conducting all activity and interaction with customers and the general public in a professional, positive, service-oriented manner.

Experience/Skills/Requirements

- Valid Maine driver's license; a safe driving record must be maintained for this position.
- Strong mechanical aptitude and experience with troubleshooting equipment or systems is desired.
- Experience with draught equipment or relevant type of work with hand tools is preferred.
- Effective communication and interpersonal skills; excellent internal and external customer service aptitude.
- Demonstrated problem solving, and teamwork experience is required.
- Ability to work independently, efficiently, and safely with minimal guidance is required.

- Flexibility to adjust and extend work schedule when requested to meet customer and department needs; on-call status for potential troubleshooting and special events is required on weekends and evenings.
- Professional appearance and positive approach and attitude is required.
- Familiarity with tablets and smart-phone devices is helpful.

Physical and Mental Demands

The physical and mental demands described below are representative of those that most commonly will be encountered in this position yet are not all inclusive.

Physical and mental ability to perform the duties of this job include frequent sitting, driving, standing, bending, stooping, kneeling, crouching, climbing (stairs, ladders, etc.) and reaching. Frequent overhead and below knee work with arms extended is required. Frequent lifting/carrying of up to 55 lbs. Occasional lifting and moving of up to 65 lbs. from



ground to above head levels; and pulling/pushing of up to 160 lbs., without mechanical assistance, is required. Frequent work in cold and wet environments (35-40F) for up to 6 hours at a time is necessary. Infrequent work in hot (70 - 90F) and wet environments may be necessary. Exposure to mold/mildew is possible. Vision acuity and dexterity coordination sufficient to troubleshoot, read gages, and use hand tools and other equipment safely and efficiently. Ability to work safely with potentially hazardous chemicals is required.

Cognitive, intellectual and mental ability to concentrate on details, and to perform more than one task at a time, including when under significant time and other pressures. Must be able to communicate professionally and effectively with customers, co-workers, and all levels of personnel.

Note: This job description is intended to outline major responsibilities and is not all-inclusive. Duties, responsibilities and activities may change at any time with or without notice.