

Title: Delivery/Service Technician

Reports to: Branch Manager

Supervises: None

Expectation of Work Hours: Full Time

Shared Weekly After Hours on Call

Shared Weekend on Call

Duties/Responsibilities:

- Comply with all applicable company policies and procedures.
- Develop and maintain working knowledge of current HME products and services offered by the Sandcreek Medical and all applicable government regulations.
- 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. DOT and U.S. FDA guidelines.
- Educate patients in proper use and care of basic respiratory and HME equipment in a home setting.
- Complete written patient visits reports following setup and follow-up visits as required.
- Assist in resolving patient equipment problems under emergency conditions.
- Process all orders in a timely, accurate manner.
- Promote services and products to referral sources in the community as appropriate.
- Develop basic reimbursement knowledge and completely document all information necessary to ensure reimbursement for all appropriate equipment, products and services.
- Develop technical knowledge, as appropriate, of the HME or respiratory products and services provided by Sandcreek Medical.
- Assist with implementation of quality improvement programs to meet company and accreditation standards.
- Maintain home oxygen systems through regularly scheduled visits to patient.
- Deliver and setup required equipment in the patient's residence.
- Participate in shared on call coverage.
- Perform routine preventative maintenance and simple repairs on equipment as required in accordance with company policies.
- Report equipment hazards and/or product incidents as required in accordance with company policies and procedures.
- Assist in cleaning, processing and maintaining equipment and facilities.

Minimum Qualifications:

- Must obtain the necessary driver's license and applicable certification card.
- Must possess good driving record.
- Effective verbal and written communication skills

SANDCREEK MEDICAL JOB DESCRIPTION DELIVERY / SERVICE TECH

- Previous experience or successful completion of factory training seminar for HME preferred.

Required Knowledge/Experience:

- None

Required License/Certification:

- Valid Driver's License

Competency Requirements:

- Service Technician Competency
- General DME and Respiratory Competency.

Demands:

- Sitting
- Standing
- Walking
- Operation of computer and office equipment
- Lifting and carrying up to 100 pounds
- Visual abilities to include reading, distance vision and peripheral vision.
- Driving and delivering of equipment

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

Printed Name: _____

Signature: X _____ **Date:** _____

Manager: _____ **X:** _____