

Achieve more with KROHNE

KROHNE

 measure the facts

KROHNE is an innovative process instrumentation and measurement solutions company operating in more than 40 countries. Through continuous research and development and a consistent customer orientation, we are one of the leaders in our industry. KROHNE Inc. headquartered in Beverly, MA covers the United States, Canada, Mexico, and the Caribbean regions through a vast network of direct sales personnel and representative partners.

KROHNE Inc. is looking for a **Service Technician**. The primary responsibilities include: Receive, evaluate/diagnose, service, quote, and respond to customer requests for KROHNE product service and prepare product for return shipment upon completion.

Service Technician- Beverly, MA

Your main responsibilities:

1. Gathers customer contact information and issues return material authorizations to customers.
2. Enters incoming return material authorizations (RMA's) and important information into database.
3. Evaluates returned equipment - paid repairs, warranties and credit returns.
4. Evaluates equipment for failure and quotes cost of repair or replacement through e-mail.
5. Communicates with customer by phone and e-mail.
6. Obtains purchase orders, credit card (approval).
7. Maintains all information put into RMA database.
8. Tests all credit return products for functionality and physical damage and completes QA check form for return to stock, service stock or scrap.
9. Disassemble and assemble equipment as necessary.
10. Complete flow calibration and certification testing of repaired meters.
11. Prepares shipping documentation and invoices on products serviced.

Your qualifications:

High School Diploma or General Education Degree (GED) and two years electronics experience and/or training in an industrial environment; or equivalent combination of education and experience.

We offer:

Salary commensurate with experience and the responsibilities of the role.

Employees enjoy working for an international, privately held, family run company with a friendly environment as well as a full program of employee benefits including:

- Medical
- Dental
- Short term and Long-term Disability
- Vision insurance
- Life insurance
- 401k plan with company match

If interested, please send your CV, salary requirements and availability to:

Lisa LaPorte Pais • Director of Human Resources
KROHNE Inc. • 55 Cherry Hill Drive • Beverly, MA 01915
Tel.: 1(800)356 9464 ext. 1150 • l.pais@krohne.com



www.krohne.com



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- EAP
- Pet insurance
- Aflac programs and more.

We provide equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. KROHNE, Inc. complies with applicable federal, state & local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

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