

Field Service Technician (FST)

Our clients are often in the process of recovering from a personal loss, or they are making bold, decisive changes in their lives that can result in them going through a significant amount of stress. **It is critical that each member of the Field Service Team (member) works to consistently create a professional, compassionate and caring client experience throughout the hands-on project.**

As a **Field Service Team Member**, you work directly on project, on location, to:

- Understand Project details and scope of work as communicated by On-Site Guide
- Actively listen and take direction from Client Project Guide (or Team Lead if Guide is not present) on site
- Follow lead of Operations and Service delivery leadership, collaborate with them and fellow teammates to create success and efficiencies in service delivery
- Communicate issues and identify potential hazards or problems on site to team, team lead/project lead, and Client Guide assigned to project
- Sort through household belongings and inventory items
- Uncover and identify important paperwork
- Pack items for moving or storage
- Arrange project items for an auction or estate sale
- Clean houses thoroughly and carefully
- Perform light landscaping
- Dispose of trash
- Additional ad hoc projects (as needed and agreed upon by yourself, team leads, Guides, PMs/Sr. PMs, and Management)

As a valuable member of the Legacy Family and the Field Services Team, you are required to work out-of-town (on an as-needed basis). Your hours can/will vary and require flexibility.

SKILLS & ABILITIES:

- Must complete work assignments in a timely, accurate, thorough and responsible manner
- Ability to listen and follow directions
- Must be able to exercise ethical, prudent judgment and problem-solving abilities in the absence of direct supervision
- Strong team player with effective communications and relationship-building skills
- Solid math and reasoning skills; including the ability to add, subtract, multiply, and divide using whole numbers and decimals to tabulate units, weigh items and measure distance and/or time
- Ability to understand and follow instructions regarding work duties and safety methods
- Ability to use basic hand tools and some power equipment, including, but not limited to loading and unloading devices, measuring devices, etc.

PHYSICAL REQUIREMENTS: Field Service Team members must have the ability to perform the following physical demands for extended periods of time with or without assistance.

- Good and accurate hand-eye coordination
- Standing and walking
- Lifting heavy items (50 pounds or more) repeatedly while climbing, balancing, kneeling, crouching, bending and stooping
- Squatting, crawling and working in awkward positions, including being able to effectively maneuver in limited-access crawl, attic and other such motion-restricted spaces

OTHER REQUIREMENTS:

- Drug test, background checks will be performed; results must be acceptable to this employer (including but not limited to criminal, traffic/DMV, employment/reference, and credit)
- Punctual, reliable and dependable attendance
- Adheres to company policies and procedures
- *Experience that is a **PLUS**, but not required:* Possession of a valid driver's license/ CDL/ driving a box truck, safety training certifications, and/or additional hands on experience in the fields of general labor, moving, landscaping, construction or warehouse. (Please include additional info in email/ on application!)
- PLEASE LIST CERTIFICATION(S) & ADDITIONAL TRAINING INFORMATION (if applicable):

WORK ENVIRONMENT:

Work is performed in a variety of settings. Depending on the assignment, our team members may be exposed to inside and outside weather conditions; noisy conditions; proximity to moving mechanical parts, moving vehicles; working on scaffolding or ladders in high places; some exposure to household chemicals, and fumes, odors, dirt, dust, mists, gases, or poor ventilation as might be found, for instance, in crawl spaces or attics. Additionally, Field Service Team members are often required to function in narrow aisles, crawl spaces or passage ways or other small, enclosed spaces.