

## **Service Technician – Prince Albert**

Anderson Pump House Ltd. is looking to add a Service Technician to our team in Prince Albert. This position requires a strong technical background with a focus on providing superior customer support. Our goal is to drive service success that improves customer satisfaction, maximizes customer retention, and increases profitability.

### **Who we are:**

Anderson Pump House Ltd./Aquifer Distribution Ltd. is a retail and wholesale plumbing, water treatment, water systems, municipal waterworks, pumps, and HVAC distributor. Our mission is to provide the highest level of personal customer service to our customers while being the most complete one-stop company in our market. Our group of companies was founded in 1968, and we are proud to be an independent Saskatchewan founded, owned and operated company focused on our customers, staff, and community.

### **Responsibilities:**

- Inspect, diagnose, and repair mechanical, electrical, and hydraulic equipment.
- Perform routine maintenance including cleaning, lubrication, part replacement, and equipment calibration.
- Ensure all repairs and services comply with company policies, safety regulations, and federal, provincial, and local codes.
- Maintain accurate documentation for all service calls, repairs, and maintenance activities.
- Manage parts and inventory needed for service calls, ensuring availability and proper stock management.
- Communicate clearly with customers about identified issues, service options, and operational guidance.
- Educate customers on routine maintenance practices and basic troubleshooting techniques to prevent future issues.
- Confirm scope of work and appropriate product use with customers before proceeding.
- Ensure all completed work meets company standards and is thoroughly tested before customer sign-off.
- Maintain tools, instruments, and equipment in good working condition and ready for service.
- Assist with customer service tasks including invoicing, warranty documentation, and answering equipment-related inquiries.
- Participate in training sessions and assist with onboarding or mentoring of other staff.
- Support efficient scheduling, rescheduling, and communication of job statuses.
- Actively promote a culture of safety by following all safety procedures, identifying hazards, and addressing unsafe conditions immediately.
- Other duties as assigned.

**Requirements:**

- Must be mechanically inclined with a strong understanding of technical repairs including the ability to troubleshoot, test, repair and service technical equipment effectively.
- Ability to do what it takes to get the job done including working closely with septic and waste systems for diagnosis and repairs.
- Strong familiarity with related tools and equipment.

**What you can expect from us:**

- Benefits
- Matching RRSP Plan
- Casual dress
- Bonus programs