



GF Health Products, Inc.

MEDICAL EQUIPMENT SUPPORT TECHNICIAN

Fond du Lac, Wisconsin

Position Summary

Be part of the team that helps maintain our medical equipment in hospitals, nursing homes, ambulatory surgery centers, and in the homes of those in need of assistive devices. Assist customers and our internal team, via various telephonic and electronic means with orders for replacement parts, mechanical issues, and a variety of customer needs. Reconcile adverse situations while maintaining positive customer relations and following approved customer support policies and procedures. To learn more about GF Health Products, Inc., visit our website at www.grahamfield.com

The Rewards:

- Fantastic, friendly, casual working environment
- Comprehensive benefit package
 - 401(k) with company match
 - Competitive health, dental and vision insurance plans
 - Paid Vacation, Holidays and Personal Days
 - Paid Life Insurance, Employee Assistance Program and Short-Term Disability

General Accountabilities in this Role

- Via phone and other electronic means, trouble shoot product issues for customers
- Communicate with internal stakeholders regarding chronic issues about various topics
- Determine replacement parts required and process customer orders
- Handle any permanently assigned special projects
- Document all interactions in the appropriate software program

Summary Job Requirements

- Must be mechanically inclined
- Ability to lift and move from 10 to 15 pounds
- Ability to kneel, bend, reach, etc.... to review mechanical problems
- Excellent interpersonal/communication/problem solving skills (both verbal and written).
- Computer proficiency in all MS Office software
- Strong independent work ethic and ability to multitask
- Related experience is helpful, but not mandatory
- Limited travel may be necessary from time to time.

To apply for this position please send a cover letter and resume to hr@grahamfield.com

All qualified applicants will receive consideration for employment without regard to race, color, gender identity or expression, age, religion, height, weight, AIDS/HIV status, intellectual disability, mental disability, physical disability, including but not limited to blindness, unless it is shown that such disability prevents performance of the work involved, medical condition, handicap, national origin, ancestry, sexual orientation, marital status, domestic partnership status, parental status, military status, veteran or military discharge status, political beliefs, organizational affiliations, source of income or housing status or any other status protected by applicable law. GF Health Products, Inc., is a drug free workplace.