

*Our mission is to exceed our customers' expectations as their most reliable, innovative, and trusted lab resource. We achieve this by partnering with customers to solve their most pressing day-to-day challenges and always holding ourselves to a higher standard of product quality, exceptional service, and unmatched support.*

The Service Depot Technician will be responsible for the following:

1. Inventory
  - A. Receive packages confirm contents and up load receiving paperwork . Label, package and stock items. Ensure no immediate need for items received or ship out to appropriate party.
  - B. Full fill FSE reorder forms, pack label and ship parts out.
  - C. Perform cycle counts.
  - D. Organize stock and implement shelf zone ID
  - E. Track warehouse instruments and document parts missing and parts available.
2. Shop repairs
  - A. Use company truck to retrieve instruments form customer sites.
  - B. Diagnose and create a plan of action for shop repairs.
  - C. Track repairs and complete them in a timely manner.
  - D. Facilitate training using shop repairs for themselves and others.
  - E. Learning how to service the full line of instruments we cover.
3. Phones and scheduling
  - A. Assist with taking calls and routing to the appropriate party.
  - B. Calling to set up PMs
  - C. Helping with tracking service requests and making sure they are acted on.
  - D. Helping field techs with info from Dyn and service manuals.
4. Facility
  - A. Assist with the upkeep of the facility
  - B. Be onsite for any reason that may arise to provide access to service people.
  - C. Keep the shop and repair stations clean and up together.

*Avantik is an integrated medical products and services company delivering superior quality instruments, reagents, consumables, and service to the anatomic pathology market consisting of hospital, reference, and physician office laboratories in the US. The company is headquartered in Montville Township, NJ.*

*Avantik's experienced team and consultative partner approach integrates consumables, service, equipment, and education so that labs focus on what matters most - having everything under control in their laboratory to deliver fast and accurate diagnoses. Avantik offers a full line of consumables and reagents for the histology lab sourced and private label Avantik branded and by distribution of other brands. Avantik has serviced all brands of OEM histology lab equipment*

*for over 40 years and offers best-in-class responsiveness and an industry leading 97% first time fix-rate.*

*Avantik offers a team orientated, customer service focused environment with competitive compensation, bonus programs, medical (company covers 80% of the cost), dental and vision insurance, 401K (with a match) and more.*

*Learn more at [www.avantik-us.com](http://www.avantik-us.com)*

*Avantik is an Equal Opportunity Employer.*