

**Position: Maintenance Controller**

**Date: 12/28/2011**

**Location: Memphis, TN**

**Posting #: 12 - 164**

**Job Description:**

- Customer Service “ Data expert “ for work order portion of the Fleet Cost and Care Software, (FCC) Learn visualize and understand how the system works and how to draw useful key metric information from it
- Support proper usage of FCC to support Maintenance and Safety processes
- Field incoming help requests from Branches in a courteous manner, apply diagnostic and troubleshooting skills to resolve FCC and/or usage problems
- Analyze trends for ways to improve FCC usage, and assist with identifying needed changes to the FCC Work Order Tables, Activity codes, Action Lists, PMs/CMs and Inspection Forms
- Assist with identifying and improving Maintenance processes and procedural interfaces with Operations (Dispatch, Logistics, Supply Chain) Safety, Payroll, IT, A/P and A/R
- Assist with and participate in the Maintenance Weekly Call, a key 2 way communication conduit with the Barnhart Branches
- Directly responsible for managing maintenance on Branch Service Center assigned equipment including Sedans, Pickups.....
- Full - time hourly position, excellent benefits package, 401k

**Qualifications:**

- Exceptional customer focus, interpersonal skills, with focus on rapport-building, listening, and questioning skills
- Ability to develop and sustain positive long term relationships with internal customers a must. Along with an ability to communicate clearly over the phone and in writing
- Excellent Computer and Technology skills needed
- Working knowledge of MS Office products (Word, Excel, Power Point) email, and conference technologies such as WebEx and ability to keyboard approx 30-45 wpm
- Experience with database/knowledge of Excel a must. Ability to convert data to useful information a strong plus
- Proven attention to detail and analytical success in troubleshooting and problem-solving
- Must be able to learn Barnhart Equipment (mechanical aptitude) and learn maintenance principles, standards, goals (process and business aptitude) to help improve them
- Experience in maintenance and in large equipment maintenance a strong plus
- Highly self motivated and directed, Occasional overnight travel required
- Four year degree preferred but not required
- Must pass drug test, fit for duty exam and clean background check

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Contact [hr@barnhartcrane.com](mailto:hr@barnhartcrane.com) with any questions or submit your resume via email.

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