KIMBRO OIL COMPANY

Job Title: Service Technician
Department: Kimbro Reliability Solutions (KRS)
Reports to: Director of Services and Quality
FLSA Status: Non-Exempt (Hourly)
Date Prepared: November 10, 2026

The Service Technician is responsible for performing field service operations, equipment maintenance, and technical support for Kimbro Oil Company's Reliability Solutions (KRS) division. This position provides hands-on services to customers in the manufacturing, industrial, heavy-duty construction, mobile fleet, and power generation industries.

Primary responsibilities include fuel polishing, fuel tank cleaning, onsite lubricant recycling and filtration, fuel and oil sampling, and the delivery, installation, and setup of rental and sold equipment. The Service Technician also supports the continued development and growth of Kimbro's FuelShield Program through field services, customer interaction, and identification of service opportunities.

This position requires strong mechanical aptitude, problem-solving abilities, a commitment to safety, and the ability to work independently in changing field environments. Regular local and regional travel, occasional overnight stays, and overtime may be required based on operational and customer needs.

Primary Responsibilities

- Performs fuel polishing, fuel tank cleaning, and related fuel maintenance services at customer locations.
- Conducts onsite lubricant recycling, filtration, and fluid service projects in accordance with company procedures and customer requirements.
- Collects representative fuel and oil samples from storage tanks, industrial equipment, and customer facilities, following established sampling and chain-of-custody procedures.
- Troubleshoots equipment malfunctions, operational issues, and unexpected job-site conditions to identify safe and practical solutions.
- Communicates service progress, equipment findings, and recommended corrective actions to customers and KRS leadership.
- Supports the continued development and growth of Kimbro's FuelShield Program through field service activities and customer support.
- Performs FuelShield-related sampling, fuel polishing, tank maintenance, and other associated services.
- Identifies potential customer service needs and FuelShield opportunities during site visits and communicates findings to KRS leadership and the Sales Team.
- Delivers rental and sold equipment to customer locations, including the safe transportation and towing of trailers and equipment rigs.

- Installs, sets up, tests, and commissions equipment at customer facilities to ensure proper operation.
- Provides customers with basic operating instructions and guidance on the safe and effective use of installed or rented equipment.
- Retrieves rental equipment upon completion of customer projects and performs required inspections and return procedures.
- Cleans, inspects, and performs routine preventive maintenance on KRS service equipment, including fuel polishing units, filtration carts, and rental equipment.
- Maintains company vehicles, trailers, tools, equipment, and supplies in a clean, organized, and operationally ready condition.
- Reports damaged equipment, maintenance concerns, repair needs, and supply shortages promptly to KRS leadership.
- Accurately records parts, materials, labor, and other service-related information in the company's Enterprise Resource Planning (ERP) system.
- Enters fuel and oil sample information into laboratory and sample management systems accurately and within established timeframes.
- Completes service reports, job-site photographs, customer documentation, and other required paperwork.
- Maintains accurate records of work performed, materials used, equipment serviced, and customer recommendations.
- Follows all Kimbro Oil Company and customer safety policies, procedures, and operational requirements.
- Completes required job-site safety inspections, hazard assessments, and customer safety orientations before beginning work.
- Properly utilizes required personal protective equipment (PPE) and follows safe work practices when handling fuels, lubricants, chemicals, and equipment.
- Operates forklifts, aerial lifts, scissor lifts, and other equipment only when properly trained and authorized.
- Follows established confined space entry procedures, including applicable permit requirements, when assigned and authorized to perform such work.
- Responds appropriately to minor spills within the scope of training and authorization, following established containment, reporting, and cleanup procedures.
- Immediately reports workplace injuries, incidents, near misses, unsafe conditions, and equipment hazards to management.
- Maintains clean, organized, and safe work areas at customer sites and company facilities.
- Participates in company-provided safety training, technical development, and certification programs.
- Completes and maintains required training and certifications, including forklift operation, aerial/scissor lift operation, OSHA 10, and confined space entry, as applicable to assigned duties.
- Maintains a professional appearance and provides courteous, responsive customer service while representing Kimbro Oil Company.
- Works collaboratively with KRS personnel, Sales representatives, Operations employees, and customers to complete projects safely and efficiently.
- Demonstrates dependability, punctuality, accountability, and a willingness to learn new equipment, processes, and technical procedures.
- Performs other duties as assigned.

Supervisory Responsibilities

N/A

This position does not have direct supervisory responsibilities.

Qualifications & Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education & Experience

- High school diploma or equivalent required.
- Minimum of two (2) years of experience in field service, mechanical maintenance, industrial services, equipment operations, or a related field preferred.
- Demonstrated mechanical aptitude and the ability to troubleshoot and resolve equipment-related problems.
- Experience working with industrial equipment, pumps, filtration systems, fuel systems, or related mechanical equipment preferred.
- Basic computer and mobile device skills, including the ability to enter work order information, service documentation, and sample data.
- Valid driver's license with an acceptable driving record required.
- Commercial Driver's License (CDL) preferred but not required.
- Ability to safely operate company vehicles and tow trailers or equipment rigs as authorized and appropriately licensed.
- Ability to successfully complete applicable pre-employment screening requirements, including drug screening, background checks, and motor vehicle record verification.
- Ability to complete and maintain company-required safety training and certifications.
- Willingness and ability to travel regularly to customer locations, including occasional overnight stays.
- Ability to work overtime and flexible schedules as required by customer and operational needs.
- Or any equivalent combination of education and experience in job-related activities.

Other Skills

- Strong mechanical aptitude and ability to understand equipment operation, maintenance, and basic troubleshooting.
- Excellent problem-solving skills with the ability to evaluate changing job-site conditions and determine safe, practical solutions.
- Strong commitment to workplace safety, hazard awareness, and compliance with established procedures.
- Ability to follow verbal and written instructions, technical procedures, and equipment operating guidelines.

- Good written and verbal communication skills.
- Ability to communicate professionally and effectively with customers, coworkers, and management.
- Strong customer service skills and a willingness to assist customers with technical and service-related needs.
- Ability to work independently with minimal supervision while maintaining productivity and accountability.
- Strong organizational and time management skills.
- Ability to manage assigned work, maintain equipment readiness, and complete required documentation accurately.
- Dependable, punctual, and committed to completing assignments safely and efficiently.
- Positive attitude and willingness to learn new skills, equipment, and service procedures.
- Ability to adapt to changing schedules, customer requirements, and field conditions.
- Ability to work effectively as part of a team and collaborate with employees across multiple departments.
- Strong attention to detail and commitment to quality workmanship.
- Ability to identify and communicate potential service opportunities or customer concerns to appropriate personnel.
- Ability to maintain confidentiality of company and customer information.
- Demonstrates professionalism, sound judgment, initiative, and accountability in performing assigned responsibilities.

Work Environment & Physical Requirements

- Work is performed primarily at customer facilities, industrial sites, construction locations, fleet maintenance facilities, power generation sites, and other field service environments.
- Position also requires occasional work at company headquarters, warehouses, shops, and equipment storage facilities.
- Regular local and regional travel is required, including occasional overnight stays.
- Overtime and flexible work hours may be required based on customer needs, service schedules, and operational demands.
- Work involves exposure to varying temperatures, outdoor weather conditions, noise, dust, moving vehicles, machinery, and industrial equipment.
- May be exposed to fuels, lubricants, petroleum products, chemicals, and other materials commonly found in industrial and field service environments.
- Regularly required to stand, walk, bend, stoop, kneel, crouch, reach, climb, and perform physical activities for extended periods.
- Must be able to safely climb ladders and access elevated work areas, including the tops of tanks and equipment, when properly trained and authorized.
- May be required to operate forklifts, aerial lifts, scissor lifts, and other mechanical equipment following completion of required training.
- May be required to enter and perform work in confined spaces when properly trained, authorized, and in accordance with company permit procedures.
- Frequently required to use hands and fingers to handle tools, equipment, hoses, fittings, and other service materials.
- Must be able to lift, carry, push, or pull objects weighing up to 50 pounds, with assistance or mechanical lifting equipment used for heavier items.

- May be required to work in physically demanding environments involving uneven surfaces, elevated platforms, restricted spaces, or exposure to industrial operations.
- Must wear appropriate PPE, which may include safety glasses, gloves, steel-toe footwear, hearing protection, hard hats, and flame-resistant clothing.
- Must follow all applicable OSHA requirements, company safety policies, and customer-specific safety procedures.
- Must maintain the physical ability to safely perform assigned field service responsibilities, with or without reasonable accommodation.

Notice & Disclaimer

The above job description is meant to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive, all-inclusive list of all responsibilities, duties, and skills required for the position. Requirements are representative of the minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.