



## Job Posting

**Job Title:** Delivery/Service Technician

**Department:** Durable Medical Equipment

**Immediate Supervisor Title:** DME Customer Service Coordinator

**Status:** Full-time

**General Summary:** A non-exempt, service/delivery position responsible for delivery and service of home medical equipment as well as company products to customers within the company service area.

**Location:** Zanesville, Ohio

### Essential Job Responsibilities:

1. Comply with all applicable company policies and procedures.
2. Develop and maintain working knowledge of (i) current HME products and services offered, and (ii) all applicable governmental regulations.
3. Deliver equipment and oxygen as required in accordance with industry standards and applicable governmental regulations including U.S. Department of Transportation (DOT) and U.S. Food and Drug Administration (FDA) guidelines.
4. Educate patients in proper use and care of respiratory and HME equipment in a home setting.
5. Complete written patient visit reports following setup and follow-up visits as required.
6. Assist in resolving patient equipment problems under emergency conditions.
7. Process all orders in a timely, accurate manner.
8. Promote services and products to referral sources in the community as appropriate.
9. Develop basic reimbursement knowledge and completely document all information necessary to ensure reimbursement for all appropriate equipment, products and services.
10. Develop technical knowledge, as appropriate, of the HME or respiratory products and services provided by the HME Company
11. Assist with implementation of quality improvement program to meet company and accreditation standards.
12. Maintain home oxygen systems through regularly scheduled visits to patient.
13. Deliver and setup required equipment in the patient's residence.
14. Assume on-call responsibilities during non-business hours in accordance with company policy for same.
15. Perform routine preventive maintenance and simple repairs on equipment as required in accordance with company policies.
16. Report equipment hazards and/or product incidents as required in accordance with company policies and procedures.

**Education:** High school diploma or equivalent

**Experience:** One year experience preferred.

**Application Procedures:** Apply online at

<https://www.shriverspharmacy.com/CareerOpportunities/Apply-Online/> or send your resume to [hr@shriverspharmacy.com](mailto:hr@shriverspharmacy.com).