

## ***These companies are looking to hire military talent!***

***If you are qualified and interested in this position, please send your current resume to Richard Vidoli at: [MilitaryTransition@lucasgroup.com](mailto:MilitaryTransition@lucasgroup.com)***

***We will call you to schedule an interview.***

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### **Position: Military Account Executive with Lucas Group**

**Qualifications:** Sales background and/or previous recruiting experience is a plus. Effort (10+ hours per day), Creativity, People skills (listening ability), Intelligence, and Integrity

**Location(s):** Atlanta, GA; Washington, DC; Dallas, TX; Denver, CO; Irvine, CA; San Diego, CA

**Compensation:**

- **EXECUTIVE SEARCH CONSULTANT** (individuals with less than 2 years of professional sales or less than 2 years of civilian recruiting experience):
  - **FIRST 12 MONTHS:** We pay a salary during your first 12 months so you can learn the business. There are bonuses available for high performance
  - **After 12 Months:** Bi-Monthly draw against future commissions. Commissions are uncapped. Total compensation varies based on your performance); 2nd year compensation: \$65K-\$100K+.
- **SENIOR EXECUTIVE SEARCH CONSULTANT** (individuals with at least 2 years of professional sales or at least 2 years of civilian recruiting experience, with documented success):
  - **FIRST MONTH:** Salary during training period
  - **Month 2 and beyond:** Bi-Monthly draw against future commissions. Commissions are uncapped. Total compensation varies based on your performance); 1st year compensation \$55K-\$75K; 2nd year compensation: \$70K-\$125K+.

**Job Description:** As a Military Account Executive, your mission is to establish and maintain long-term relationships with premier corporations and to be a strategic partner with them. You will be their conduit to a phenomenal source of talent—Military Veterans. This is our division's sales position. There are two main areas of focus in this job: SALES and CONSULTATION. With the scope, reputation, and reach of Lucas, many corporations call into Lucas providing leads to new and established account executives. But prospecting for the best opportunities available is a key part of a successful account executive's startup.

- AE's communicate with the senior managers in an organization. AE's gather in-depth knowledge of the company's organization, operation and needs. Armed with that knowledge, the AE is able to outline and explain how a person with military experience can fill the open position and add lasting value to the company. The AE's are the people who have opened all the doors to give you access to the opportunities you will be interviewing for tomorrow. They are the business development professionals at Lucas.
- In addition to selling, project management and consultation are major parts of the job. Account Executives are responsible for developing and managing the entire customer relationship, both horizontally and vertically. At any one time, AE's may be working on one to ten assignments with each company, at multiple locations around the country, with different managers and in different segments of the company's business.

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**Position: Military Junior Officer Candidate Recruiter with Lucas Group**

**Qualifications:** Sales background and/or previous recruiting experience is a plus. Effort (10+ hours per day), Creativity, People skills (listening ability), Intelligence, and Integrity

**Location(s):** Atlanta, GA; Washington, DC; Dallas, TX; Denver, CO; Irvine, CA; San Diego, CA

**Compensation:**

- **EXECUTIVE SEARCH CONSULTANT** (individuals with less than 2 years of professional sales or less than 2 years of civilian recruiting experience):
  - **FIRST 12 MONTHS:** We pay a salary during your first 12 months so you can learn the business. There are bonuses available for high performance
  - **After 12 Months:** Bi-Monthly draw against future commissions. Commissions are uncapped. Total compensation varies based on your performance); 2nd year compensation: \$65K-\$100K+.
- **SENIOR EXECUTIVE SEARCH CONSULTANT** (individuals with at least 2 years of professional sales or at least 2 years of civilian recruiting experience, with documented success):
  - **FIRST MONTH:** Salary during training period
  - **Month 2 and beyond:** Bi-Monthly draw against future commissions. Commissions are uncapped. Total compensation varies based on your performance); 1st year compensation \$55K-\$75K; 2nd year compensation: \$70K-\$125K+.

**Job Description:** Responsible for actively sourcing, screening and recruiting Junior Military Officers for the Lucas Group Military Transition Program. Some travel is involved (up to 20%) in order to visit the military installations you are responsible for covering. You will train, coach and guide the candidate's transition from the military to industry. You will qualify candidates on job opportunities, follow-up through the interview process, and assist the candidate in making their career decision. You will also meet with and assist candidates at Lucas Group Hiring Conferences. In some cases, people start in this role and transition to the Account Executive role (sales) 18-24 months later.

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**Position: Military Technician Candidate Recruiter with Lucas Group**

**Qualifications:** Sales background and/or previous recruiting experience is a plus. Effort (10+ hours per day), Creativity, People skills (listening ability), Intelligence, and Integrity

**Location(s):** Atlanta, GA; Washington, DC; Dallas, TX; Denver, CO; Irvine, CA; San Diego, CA

**Compensation:**

- **EXECUTIVE SEARCH CONSULTANT** (individuals with less than 2 years of professional sales or less than 2 years of civilian recruiting experience):
  - **FIRST 12 MONTHS:** We pay a salary during your first 12 months so you can learn the business. There are bonuses available for high performance
  - **After 12 Months:** Bi-Monthly draw against future commissions. Commissions are uncapped. Total compensation varies based on your performance); 2nd year compensation: \$65K-\$100K+.
- **SENIOR EXECUTIVE SEARCH CONSULTANT** (individuals with at least 2 years of professional sales or at least 2 years of civilian recruiting experience, with documented success):
  - **FIRST MONTH:** Salary during training period
  - **Month 2 and beyond:** Bi-Monthly draw against future commissions. Commissions are uncapped. Total compensation varies based on your performance); 1st year compensation \$55K-\$75K; 2nd year compensation: \$70K-\$125K+.

**Job Description:** Responsible for actively sourcing, screening and recruiting Military Technicians for the Lucas Military Transition Program. Some travel is involved (up to 30%) in order to visit the military installations you are responsible for covering. You will train, coach and guide the candidate's transition from the military to industry. You will qualify candidates on job opportunities, follow-up through the interview process, and assist the candidate in making their career decision. You will also meet with and assist candidates at Lucas Group Hiring Conferences. In some cases, people start in this role and transition to the Account Executive role (sales) 18-24 months later.

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**Position:                      Production Supervisor**

**Qualifications:**            Associate's Degree or higher required. Maintenance leadership background required.

**Location(s):**                Acton, MA (25 mi NW of Boston)

**Shift:**                        2nd (start on 1st)

**Compensation:**            \$75,000 - \$85,000 + 10% bonus

**Job Description:**        The Production Supervisor is responsible for overseeing the daily activities of the Manufacturing and Packaging operations. The Production Supervisor will ensure that production schedules are regularly met, that production operations conform to cGMP practices, and that all products meet quality standards.

**Responsibilities:**

- Plans and directs production activities and establishes production priorities for products in keeping with schedule and cost factors
- Ensures that all team members are adequately trained and activities are performed as specified in documented work instructions
- Use Lean principles and tools to drive a continuous improvement culture to improve safety, quality, efficiency and cost
- Prepare Production reports for management team to capture key performance metrics and highlight opportunities for improvement
- Works with manufacturing engineers to address issues and improve overall product quality
- Formally evaluate performance of team members; champion professional development of team

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<b>Position:</b>	<b>Production Team Leader (Supervisor)</b>
<b>Qualifications:</b>	No degree required, but BS/BA preferred. Leadership experience required.
<b>Location(s):</b>	Russellville, AR (82 mi NW of Little Rock)
<b>Shift:</b>	1st or 2nd
<b>Compensation:</b>	\$52,000 - \$88,000 + 8% bonus
<b>Job Description:</b>	<p>Leads team members to identify, manage, and execute the plant's process improvement opportunities. Manages production staff to attain production and quality goals. Identifies problems or bottlenecks in production processes and resolves issues. Ensures production resources including materials, equipment and human resources are available as needed to maintain production schedules. Supports continuous improvement goals in safety, quality, cost and customer service. Responsible for managing and owning various functions of the business and creating an engaged and team oriented work force in order to improve business results.</p> <p>Responsibilities</p> <ul style="list-style-type: none"><li>• Monitor production to ensure that quality, productivity, and cost standards are maintained.</li><li>• Provide employee training to ensure that employees are performing job responsibilities effectively.</li><li>• Assist with the supervision of sanitation operations as necessary to promote and maintain a clean and food safe environment.</li><li>• Enforce plant rules, regulations and procedures.</li><li>• Evaluate subordinate performance, communicate with employees, and provide information for work performance improvement.</li><li>• Participate in the support of plant and company safety programs, promoting and maintaining a high level of awareness and adherence to defined employee safety requirements such as lock-out/tag-out, personal protective equipment, confined space entry, etc.</li></ul>

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**Position: Food Production Supervisor**

**Qualifications:** No degree required. 1-2+ years of leadership experience required. **MUST** have some exposure to food production/kitchen environment with knowledge of food safety regulations.

**Location(s):** Seattle, WA

**Shift:** 2 openings – 1 for day and 1 for night

**Compensation:** \$45,000 - \$52,000 + 7% bonus

**Job Description:** Food production personnel prep, pack, and plate meals for aircraft. The Food Supervisor works in a kitchen production environment to manage a group of 56 employees on night shift and 90 employees on day shift. Ensure delivery times are on schedule and food production work areas are properly organized, staffed, and directed. Schedule and lead employees to meet productivity targets. Maintain compliance with food production government regulations.

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<b>Position:</b>	<b>Production Planning Supervisor</b>
<b>Qualifications:</b>	No degree required. 2+ years of experience with process improvement, auditing, operations, supply planning, scheduling required. 2+ years' supervisory experience required.
<b>Location(s):</b>	Seattle, WA
<b>Shift:</b>	8am-5pm, Monday – Friday; need flexibility to cover evenings and weekends if needed.
<b>Compensation:</b>	\$45,000 - \$52,000 + 7% bonus
<b>Job Description:</b>	Collaborate with Operations, Receiving, Finance, Transportation, and other departments to identify problems, and develop solutions to minimize or eliminate delays in the production process and operate at peak efficiency. Develop optimal production schedules to fulfill customer orders, establish goals and monitor production activity utilizing reporting and analysis. Audit scheduling for quality, flow, and efficiency. Position also serves in a basic IT help desk capacity—ordering new cell phones or computers for new employees, helping to troubleshoot basic issues and referring personnel to corporate IT for unresolved IT problems.



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**Position: Customer Service Supervisor**

**Qualifications:** No degree required. Leadership experience required.

**Location(s):** Utica, NY (55 mi E of Syracuse)

**Compensation:** \$60,000 - \$65,000

**Job Description:** The Customer Service Supervisor ensures the company offers best in class customer service to both internal business partners and external customers. They are seeking someone with a passion for taking care of customers, who loves problem solving, thrives in a cross-functional working environment and has strong desire to work with multiple stakeholders (e.g. Sales, Training, Finance, Operations, Quality, etc.) The Supervisor provides direct, general supervision and guidance to the Customer Service staff of 8, to ensure customers are satisfied. Responsible for training Customer Service Representatives in accordance with company policies and procedures. There is currently one Supervisor on the team, this is a second position on the team and would be a peer/partner to the existing Supervisor.

**Responsibilities:**

- Assist in researching, evaluating and accountability measures for KPI's ("Key Performance Indicators")
- Assist in project management including both informational technology & multidisciplinary objectives
- Successfully answer phone calls by volume of 35-55 per day
- Be available for EOM ("end of month") and EOQ ("end of quarter") time periods (some weekend work may be required to meet all reporting deadlines).
- Provide Supervision and guidance to staff to resolve more challenging issues
- Approve and deny time off requests, to ensure proper coverage for departments
- Provide input pertaining to staff reviews. Suggest corrective courses of action and discipline for staff members
- Perform other related duties as requested by management
- Portray positive acumen that acts as a conduit between operations and the commercial teams
- Maintain Kronos timekeeping system for employees, make necessary adjustments and approvals
- Access workflow of staff and realign duties where required
- Can process information, influence teammates and can rework priorities during workday.
- Take lead on training for new hires as well as new programs



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<b>Position:</b>	<b>Maintenance Supervisor</b>
<b>Qualifications:</b>	<b>Associate's Degree OR five years of maintenance experience required. Strong leadership, mechanical, electrical, hydraulics, and machine experience required.</b>
<b>Location(s):</b>	<b>West Bend, WI (40 mi N of Milwaukee)</b>
<b>Compensation:</b>	<b>\$75,000</b>
<b>Job Description:</b>	<p>Primary responsibility is to supervise Maintenance personnel and coordinate all facilities and machine maintenance related activities.</p> <p>Responsibilities</p> <ul style="list-style-type: none"><li>• Assist with the planning, preparation and execution of maintenance projects assigned to maintenance technicians or external contractors.</li><li>• Acquisition of project materials and tools, maintaining a detailed execution check list, Timely and seamless execution of the projects</li><li>• Create and manage PM's to the established world class standard level.</li><li>• Act as the liaison between Maintenance &amp; Production to coordinate PM's and planned maintenance on production equipment.</li><li>• Prioritize and assign routine tasks and machine breakdowns to maintenance technicians on three (3) shifts.</li><li>• Leverage our existing Computerized Maintenance Management System (CMMS), GURU to better track &amp; schedule work to achieve a 90% proactive maintenance vs. reactive maintenance ratio, while improving MTTR and MTTF.</li><li>• Monitor and track lockout/tag out (LOTO) compliance to ensure consistent adherence to the standard.</li><li>• Assist in managing critical spare parts inventory levels to ensure availability.</li></ul>

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<b>Position:</b>	<b>Electronics/Electrical Maintenance Supervisor</b>
<b>Qualifications:</b>	<b>No degree required. Electronic control systems experience desired.</b>
<b>Location(s):</b>	<b>Largo, FL (16 mi NW of St. Petersburg)</b>
<b>Shift:</b>	<b>3<sup>rd</sup> (11:00pm – 7:30am); likely work every 5<sup>th</sup>/6<sup>th</sup> Saturday</b>
<b>Compensation:</b>	<b>Varies based on experience</b>
<b>Job Description:</b>	<p>Perform maintenance on production machines to ensure they are always in top operating condition. These machines include CNC Machine Tools, Presses and Grinders, Laser Welding and Etching machines, Sterilizing and Packaging equipment.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"><li>• Perform all assigned tasks efficiently and in accordance with established Quality / Regulatory System.</li><li>• Under minimum supervision, maintain and troubleshoot automatic, electro/mechanical equipment involving programmable controllers, servo controllers, robotics, pneumatic, hydraulic, electrical and electronic systems.</li><li>• Participate in Team Based activities and take ownership of assigned “key holder” duties.</li><li>• Identify safety related issues and provide recommendation for improvement.</li><li>• Perform planned maintenance activities in accordance with Computerized Maintenance Management system.</li><li>• Participate in TPM and other CI related activities.</li><li>• Instruct and train fellow Technicians as required.</li></ul>

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<b>Position:</b>	<b>Crane Technician</b>
<b>Qualifications:</b>	<b>No degree required. Electronic and electrical background required. Experience with cranes is not necessary.</b>
<b>Location(s):</b>	<b>Saint Paul, MN</b>
<b>Travel:</b>	<b>75%</b>
<b>Compensation:</b>	<b>\$25-\$30/hr + possible sign on bonus</b>
<b>Job Description:</b>	<p>The Crane Technician's responsibilities will include:</p> <ul style="list-style-type: none"><li>• Troubleshooting, repairing, inspecting and modernization of industrial equipment.</li><li>• Performing scheduled preventative maintenance on installed crane base.</li><li>• Evaluate and recommend repairs to customers.</li><li>• Communications with customers for parts and remote support.</li><li>• Work in environments that may require standing, walking, bending, crawling and working at heights.</li><li>• Follow all established safety rules and procedures, including those required by the customer.</li><li>• Preparing reports and completing post job paperwork.</li><li>• All other duties as assigned by supervisor.</li></ul>

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<b>Position:</b>	<b>Maintenance Technician</b>
<b>Qualifications:</b>	<b>No degree required. Electronic and electrical technician background desired,</b>
<b>Location(s):</b>	<b>North Haven, CT</b>
<b>Shift:</b>	<b>2<sup>nd</sup> (6:30pm-6:30am); rotating schedule</b>
<b>Compensation:</b>	<b>\$25-\$28/hr + OT paid 1.5x, benefits, and education reimbursement up to \$5,000</b>
<b>Job Description:</b>	<p>The maintenance technician's responsibilities include:</p> <ul style="list-style-type: none"><li>• Performs installation, maintenance, and repairs on line manufacturing or plant equipment.</li><li>• Locates and diagnoses failures, replaces defective components, and performs basic troubleshooting using standard electronic equipment, detailed drawings, diagrams, sketches, specifications, prints, manuals, and verbal and/or written instructions.</li><li>• Maintains appropriate maintenance and repair logs.</li><li>• Uses a variety of hand, power, and test tools and equipment.</li><li>• May redesign optical, vacuum, electrical, electronic, or mechanical systems for incorporation on existing manufacturing equipment.</li><li>• May estimate labor and equipment costs and prepare requisitions as required</li></ul>

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<b>Position:</b>	<b>Field Service Technician</b>
<b>Qualifications:</b>	No degree required. Electro-mechanical background desired, but will consider a strong electrical background. A clean driving record is a MUST.
<b>Location(s):</b>	Anywhere in Ohio or Indiana
<b>Travel:</b>	50-75% regional travel, with a few overnights a week
<b>Compensation:</b>	\$55,000 - \$60,000 + OT
<b>Job Description:</b>	The Field Service Technician is responsible for maintaining a relationship with the company's customer base whether it is directly with the end user or company dealer network. They are to provide service work for all industrial air pollution equipment furnished by the company. Effecting repairs in mechanical, electrical and/or pneumatic control areas promote sales of parts and services. Equipment includes: vehicle exhaust, baghouses, fans, oil mist collectors, pipe systems, source capture hoods, electrical controls, spark detection systems and mechanical conveyors.

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**Position:                    Electronics Technician**

**Qualifications:**        No degree required. Minimum of 2 years as a level 3 electronics technician or a 2-year college level degree in an electronics related field required. Ability to quickly learn Federal Aviation Regulations and other governing regulatory requirements desired.

**Location(s):                Sterrett, AL (23 mi SE of Birmingham)**

**Compensation:**         \$23/hr + OT and generous benefits

**Job Description:**        Our Electronics Repair Technician is responsible for the electronic maintenance, test, modifications, and repair for equipment.

Responsibilities:

- Required to have basic knowledge of electronic theory and practice.
- Ability to use and understand simple test equipment.
- Become familiar with the operation, design characteristics of the electronic equipment they work on and become familiar with maintenance procedures and standards.
- Use test instruments and perform adjustments as necessary
- Learn to follow specific and schematic diagrams to repair and maintain equipment
- Work is closely reviewed and checked for acceptability and conformity to requirements and standards.

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**Position: Field Service Supervisor**

**Qualifications:** No degree required. Strong leadership experience in outdoor and/or industrial environment. Experience using pressure washers or hydro-washing equipment is a strong plus.

**Location(s):** Robinson, IL (119 mi SW of Indianapolis)

**Shift:** Day, Monday – Friday

**Compensation:** \$50,000 - \$65,000

**Job Description:** The Field Service Supervisor is responsible for two or more crews by planning, leading, organizing and coordinating the daily operations of the service line crew. This includes responsibility over proper operation of equipment, driving operational efficiencies at the work site and ensuring accurate documentation related to the job is completed in a timely fashion. Ensures compliance with all Company policies/procedures and maintains/improves good customer relations by providing quality, timely industrial cleaning services.

**Responsibilities:**

- Instructs, provides feedback and directs and assists crew in performance of job duties to complete work in accordance with client requirements and Company policies, practices and procedures. Enforces Company employee policies and may remove employee from job when required.
- May schedule job and crews.
- May dispatch crews based on calls received on nights and weekends.
- May act as Operations Manager or Branch Manager when requested.
- Reads work order and ensures all required equipment is available and operational prior to starting job.
- Inspects equipment and general work area prior to starting any job. Corrects deficiencies that may cause accidents, injuries, lost productivity or harm to equipment or that are inconsistent with client's requirements.
- Informs client as required regarding job status and client requirements.
- Performs preventative and corrective maintenance on equipment when required.
- Completes all appropriate paperwork including service receipts, and submits to designated management.
- Trains Technicians and Operators on-the-job in equipment operation, service line processes and necessary paperwork.



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**Position:                      Furnace Operator**

**Qualifications:**            No degree required. Good electrical and/or mechanical troubleshooting experience and some tech knowledge required.

**Location(s):**                Morgantown, PA (48 mi NW of Philadelphia)

**Shift:**                        2nd or 3rd

**Compensation:**            \$20-\$25/hr + OT

**Job Description:**        Approximately 40% of operators' time will be spent operating the furnace; balance will be devoted to application of special skills.

**Responsibilities:**

- Troubleshoot and repair mechanical, laser and electrical and optical equipment including programmable and numerical controls, power supplies and test equipment
- Plans and performs work requiring a thorough knowledge of electrical/electronic and mechanical theories and principles, properties of various materials, principles of operation and application of electronic equipment
- Set up and operate furnace as directed for melting
- Understand basic chemistry specifications for common products
- Interpret gauges, meters, etc. while operating VIM furnace
- Clean out furnaces during maintenance cycles and replace damaged components, change molds, de-skull and patch liner
- Operate leak detectors, pressure controllers, and metal sorting devices
- Use various hand powered tools and material handling equipment such as fork lifts and hoists as directed
- Perform maintenance required to ensure standard operating conditions for furnace and all auxiliary equipment
- Perform mechanical skill functions such as flame cut, arc weld, silver solder and soft solder

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**Position:                    Manufacturing Technician**

**Qualifications:            No degree required. Heavy mechanical experience required.**

**Location(s):                Acton, MA (25 mi NW of Boston)**

**Shift:                        3rd (Train on 1<sup>st</sup>)**

**Compensation:            \$62,400-\$75,000**

**Job Description:**        The Manufacturing Technician will be a critical contributor. Manufacturing Technicians will receive training to operate and repair issues across a variety of technologies including: heat staking, laser welding, mechanical swaging, printed circuit board handling and testing, robotic automation, metal stamping and bending, form/fill/seal medical packaging, and high speed discrete component assembly.

**Responsibilities:**

- Perform equipment setup, operation, repair, and basic daily/weekly preventative maintenance tasks to meet all standards for safety, quality and efficiency.
- Utilize human machine interfaces (HMI's) to identify and correct shifts in process control
- Maintain machine raw material feeds, perform any fault clearing and clear stoppages on automated equipment
- Ensure adequate raw material is prepared correctly and jobs are run in a timely manner to ensure on-time delivery
- Execute equipment inspections and generate emergency, corrective, and/or preventative work orders as needed
- Troubleshoot and identify potential solutions for mechanical errors, safety issues or general operating inefficiencies within the production processes
- Utilize computer systems to support in the material inventory and quality management processes
- Participates in manufacturing processes to support new product design transfer, process development, equipment validations, and process validations
- Investigate and resolve process issues within equipment cells

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**Position: Maintenance Team Lead**

**Qualifications:** No degree required. Heavy mechanical experience required.

**Location(s):** Orangeburg, SC (47 miles south of Columbia)

**Shift:** 1st; on call as needed for afterhours; weekend coverage rotates

**Compensation:** \$32/hr + OT

**Job Description:** The Maintenance Team Leader is responsible for the installation of new equipment and maintaining the production capability of existing plant equipment. Supervises and/or performs all scheduled maintenance, mechanic activities, and maintenance-related tasks for the effective and efficient day-to-day operations of the Maintenance department. This includes performing basic electrical and instrumentation troubleshooting and establishing an effective plan of action to repair/replace malfunctioning equipment.

**Responsibilities:**

- Comply with all safety and material handling requirements
- Plan and conduct department safety meetings
- Responsible for thorough and timely completion of all PMs
- Responsible for auditing PMs, and keeping accurate records
- Supervise Mechanics and Electricians
- Prioritize and schedule work to be performed
- Receive, schedule, and follow up on Work Orders
- Inspect plant regularly, identify maintenance needs, schedule work
- Estimate labor type and time needed for task completion
- Schedule labor by type, as necessary for scheduled/anticipated task load
- Check storeroom for parts, supplies needed
- Order parts needed for scheduled maintenance tasks
- Operate a forklift
- Check the inventory of employees' tools
- Assist with special department projects and special team projects
- Perform other related duties as required
- Quote, source and purchase low-cost items needed for maintenance, including materials and tools
- Perform troubleshooting activities with mechanical and industrial electrical systems.

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<b>Position:</b>	<b>Field Service Engineer</b>
<b>Qualifications:</b>	<b>No degree required. Mechanical background. Air compressor experience desired.</b>
<b>Location(s):</b>	<b>Michigan City, IN (60 mi SE of Chicago)</b>
<b>Travel:</b>	<b>Up to two weeks per month (to Indiana, Illinois, and Michigan)</b>
<b>Compensation:</b>	<b>\$28-\$35/hr + 6% bonus potential</b>
<b>Job Description:</b>	<p>Responsible for answering technical questions about products from customers, including installations, maintenance, repairs, and troubleshooting. Work with various departments to address concerns from the field to drive issues to a timely closure. Document service visits and generate reports with action items. Support Training Department for customers, distributors, and employees. Position reports directly to the Technical Service Manager of C&amp;I Division. Travel about 3 weeks per month (expenses paid).</p> <p>Responsibilities:</p> <ul style="list-style-type: none"><li>• Provide technical assistance related to products via phone and email queues</li><li>• Travel to field jobsites to troubleshoot and assist in repair of compressors, dryers, and related components</li><li>• Follow standard work for pre and post service preparation (submit expense reports, develop service reports, make travel arrangements)</li><li>• Follow all Environmental Health and Safety policies and procedures</li><li>• Communicate distributor feedback to management as VOC (Voice of Customer)</li><li>• Drive field concerns to closure in a timely manner</li><li>• Support goal of service within the Service Department of 95%</li><li>• Assist in writing technical service bulletins</li></ul>