

Job Description: **Service Technician**

REPORTS TO: Service Department Manager

DIRECT REPORTS: NONE

1. JOB SUMMARY

The primary functions of the Service Technician

- To meet or beat time estimates on all RO orders, and keep abreast of all time requirements necessary to ensure that time is not exceeded on projects
- As appropriate, to provide input to Service and Sales Personnel as to the amount of labor time estimates to quote to customers
- Generate a minimum 80% billable time ratio to clock hours worked at prescribed shop rates
- As outlined by management, produce a minimal accepted effective shop rate
- Ensure that quality work is performed and minimize costs associated with rework and poor quality
- As appropriate, recommend potential upsell opportunities to Service Writers

II DUTIES AND RESPONSIBILITIES – include the following. Other duties may be assigned.

- Replace failed parts or parts showing wear, using hand tools, shop equipment or power tools
- Connect test equipment and measure input/output, or other performance indicators
- Examine and diagnose diesel systems using appropriate diagnostic testing, service manuals, and equipment as required
- Disassemble subassembly units and examine condition, movement, or alignment of parts, visually or using gauges and/or test equipment
- Replace wore parts or rebuild as needed
- Keep Service Writer abreast of all situations arising with service work, paying particular attention to hours spent on the jobs
- Make recommendations for items not previously reported on the ticket. Working with the Service Writers, attempt to up-sell additional parts and services as appropriate
- Manage & use appropriate shop equipment to facilitate job with good time management, while managing overhead expenses

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III. MEASUREMENT OF PERFORMANCE

This position will be measured by the completeness, accuracy and timeliness of all of the items listed above. Performance will also be measured against the company goals for labor hours billed.

IV. JOB QUALIFICATIONS

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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

V. EDUCATION and/or EXPERIENCE

Prefer two to five years' related experience and/or training; or equivalent combination of education and experience. Must be computer literate.

VI. LANGUAGE SKILLS

Ability to read, analyze, and interpret safety rules, operating and maintenance instructions, procedure manuals or governmental regulations. Must have the ability to write routine reports, business correspondence. Must have the ability to effectively present information and respond to questions from groups of managers, employees, customers, and the general public.

VII. MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals. Must understand how to compute rate, ratio and percent.

VIII. REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.

IX. PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is

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regularly required to use hands to finger, handle, or feel, talk or hear. The employee is also required to stand for long periods of time, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

X. WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The service department is on the first floor where the noise level is can be distracting at times.

XI. WORKING HOURS:

Open to close (Monday through Friday). Additional hours as needed for training, meetings, and special projects or to meet deadlines and commitments.

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XII. EMPLOYEE ACKNOWLEDGMENT

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the company has a similar right.

Service Technicians Signature

Date

Branch Manager's Signature

Date