

REPORTS TO: Shop Foreman

GENERAL RESPONSIBILITIES:

Diagnose equipment problems, prepare estimates, procure parts and handle all paperwork required from the beginning to the end of each repair. Repair, service and maintain all equipment assigned, according to work order instructions and the Shop Foreman's direction. Perform all work safely and professionally.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Strive for outstanding customer service and shop proficiency at all times. Work diligently to achieve customer satisfaction, and to promote the customer's perception that A to Z is the most reliable place to take equipment problems. Then do a little extra.
- Accurately inspect, test and diagnose equipment malfunctions and problems.
- Read work orders and perform customer repair requests and give prompt, accurate estimates when requested or required. Estimates are to be prepared on the proper form.
- Review your work orders and projects daily. Expedite priority jobs.
- Work is to be completed within promised time and charged correctly every time. Goal is 3 day maximum job turnaround on all jobs where non-stock parts are not required.
- Create a list of additional work needed, especially safety requirements, to be typed on the work order. Request that the Service Coordinator call the customer with this information and ensure that rejections by customers are noted on the work order.
- Ensure all repairs and servicing requirements are accomplished in accordance with manufacturer and other authorized manuals, schedules, etc.
- Affix A to Z decals or key chains to all completed machines.
- Maintain accurate and thorough records on each piece of equipment handled. Record parts used, time spent and all steps performed on each work order.
- Keep customer complaints and reworks to a minimum.
- Strive for billable hour productivity of 100% plus. Control waste of materials, parts, supplies and your own time. Avoid duplication of efforts. One job=one man.

- Be familiar with the location and contents of the shop manuals, and all repair and work order procedures.
- Be careful when procuring parts, supplies etc. to promptly log each item on the green sheets and enter each part correctly on the work order, in order to help maintain the accuracy of our inventories.
- Develop good work habits. Keep your bench and work area clean, neat, safe and ready for the next job. Keep your tools clean, well maintained and organized.
- When using A to Z specialty tools, return them to their assigned location upon completion of the job.
- Make sure the equipment you work on is clean and safe. Clean up oil and other spills immediately. Be careful of grinding sparks, flying objects, electrical dangers, chemical contacts and inhalation, or anything that may harm you or your fellow workers. Wear protective clothing, gloves, eye protection and other safety devices as required.
- Be familiar with the location and contents of our Safety and Hazardous Materials Policy and Procedures, and follow those procedures as needed.
- Turn off equipment when not in use, including lights, fans, heaters, coolers, air compressors, etc.
- Identify items needed for better shop operation and submit recommendations in writing for tools, equipment, parts and supplies, and new procedures to the Shop Foreman.
- Attend and participate in all required service training, as well as, all department, store and Company meetings. Stay informed of company and shop needs and goals. Inform shop foreman in writing of any additional training you feel is needed.
- Submit all completed work orders to the Shop Foreman for review and entry on the Technician Hour Log.
- Assist in opening and closing procedures as scheduled.
- Assist with other duties such as unloading, loading and testing customers' equipment; pick-up and delivery of equipment when needed; set up of new equipment; and field emergency repairs as needed. Be sure to test repaired equipment in front of customer, before loading it.
- Follow all Company policies and procedures at all times. Meet or exceed the dress code, including wearing steel/composite-toed shoes or boots.
- Perform any other duties required or requested for the good of the team and/or the good of the Company.

MINIMUM QUALIFICATIONS:

- Prior mechanical experience
- Able to maintain and make repairs on a wide variety of equipment
- Able to inspect, test, analyze, and accurately trouble-shoot all equipment malfunctions or problems
- Welding experience helpful
- Must own and keep on Company property a basic, personal tool inventory
- Health and physical attributes to facilitate standing, stooping, bending and kneeling for prolonged periods of time
- Able to lift a minimum of 50 pounds above shoulder level without assistance
- Must speak and write clearly

COMPETENCIES REQUIRED:

- Skills:
 - Excellent customer service skills
 - Mechanical aptitude
 - Experienced in all types of engine servicing and repair
 - Ability to multi task
 - Ability to learn
 - Legible handwriting
 - Ability to read schematics
 - Basic computer skills
 - Basic understanding of manufacturer parts look up programs and illustrated parts lists
- Knowledge:
 - Working knowledge of a wide range of equipment and its' application
 - Knowledge of gas and diesel engines
 - Ability to inspect, test, and repair electric tool motors and equipment
 - Expert equipment trouble-shooting knowledge
- Traits:
 - Common sense
 - Safety conscious
 - Intelligence
 - Team player
 - Open to direction and supervision
 - High level of maturity
 - Ability to deal with people
 - Thorough, great attention to detail

WORKING CONDITIONS:

The environment the Shop Technician works in requires standing, stooping, bending and kneeling for prolonged periods of time. The position requires nearly constant standing or walking along with regular contact and communication with the Service Coordinator and the Shop Foreman. Position requires the ability to maintain a high level of energy, optimism and dedication.

SHOP TECHNICIAN: _____

SIGNATURE: _____

SHOP FOREMAN: _____

SIGNATURE: _____

DATE: _____