

## **Job Description/Responsibilities**

### Waukegan Service Technician (Mechanic)

#### **Basic Function:**

Perform maintenance, repair, and rebuilding jobs at company shops or at customer's jobsite/location in a safe, efficient, capable, and professional manner. Conduct oneself in a manner demonstrating both personal and company professionalism in the presence of customers. Must be polite and courteous at all times and demonstrate willingness and ability to work with fellow employees.

#### **Responsibilities:**

1. Perform service tasks as they are assigned by the service manager.
2. Keep abreast of all changes in various models of equipment sold and serviced by the company.
3. Report each service call or repair job at the end of each shift giving the following information: (a) customer's name, (b) make and model of unit, (c) serial number, (d) hours worked, (e) travel time, (f) details of work performed, problems encountered, time required, (g) parts, equipment, and supplies used.
4. Report in complete detail, as above, with regard to warranty situations handled.
5. Keep immediate shop area in which he/she works in a clean and orderly manner.
6. Bring to the attention of the service manager any additional work required on a unit.
7. Notify the service manager if any equipment or vehicle is not in a serviceable condition or constitutes a safety hazard.
8. Return special tools to the proper location at the end of each shift in a clean and ready to use condition.
9. Review parts and service bulletins pertaining to equipment technician is responsible for repairing.
10. Conduct oneself in the presence of customers in a manner that will retain a good opinion of the company and the service department.
11. Take advantage of all opportunities to attend schools and training sessions in order to upgrade technical competence.
12. Perform other duties as prescribed by the service manager.

13. Work in a safe manner at all times.

**Specifications:**

1. Must be able to lift 90lbs 75% of the time.
2. Must have a basic knowledge of the internal workings of an engine and basic equipment knowledge pertaining to equipment being hired to work on.
3. Must be able to drive a pickup truck and trailer and hold a valid driver's license.
4. Must supply a proper set of tools to perform the job as described.

**Distributor Relationships:**

1. Cooperate with other company personnel.
2. Advise the supervisors of any changes that need to be made that can affect company success.
3. Accountable to service manager for proper interpretation and fulfillment of responsibilities.

**Method of Measurement:**

1. The satisfaction of customers with service performed.
2. Performance of the responsibilities as set forth in this job description.
3. The quality of performance, efficiency, and safety.

**Reports to:**

Service Department Manager