

## **Job Description and Expectations Service Technician**

**Reports To:** \_\_\_\_\_

### **General Requirements:**

- Must continually be able to lift and handle heavy loads up to 70 lbs.
- Must have good eyesight (correctable to 20/20) and normal hearing for diagnostics and trouble shooting equipment.

### **Target Responsibilities:**

- Repair and maintain small engines, large lawn equipment, mowers, tillers, and other related vehicles and equipment.
- Responsibilities include diagnosing small engine problems, maintaining shop area cleanliness, and collecting and disposing of trash.
- Clearly explain (if called upon) to the customer's satisfaction the diagnosis and repair of the machine in question.
- Continually seek both technical and product training when available.
- Demonstrate accuracy and thoroughness, improve and promote quality, and monitor own work to ensure quality
- Observe all safety and security procedures, report potentially unsafe conditions, and use equipment and materials properly.
- Treat management and other employees with respect and contribute to building a positive team spirit.
- Work with integrity, always upholding company values.
- Perform related responsibilities/accountabilities as required or directed.

### **Daily Duties and Responsibilities:**

- Begin each workday with a positive attitude by encouraging each technician to meet their daily and weekly goals. Work to develop a sense of "team" in the service department and across other departments.
- Repair or overhaul small engines and related mechanical or structural parts for a variety of equipment types.
- Perform repairs within the time parameters as established by flat rate time or billed time with proper diagnosis
- Maintain an orderly and clean work area. Also assist in keeping the entire shop orderly and clean.
- Collect and dispose of trash.
- Establishing and maintain a positive working relationships with employees, vendors and customers
- Respond promptly to customer needs and manage difficult customer situations
- Completely fill out and turn in all work orders.

**Weekly Duties and Responsibilities:**

- Study and review all relevant product repair updates.
- Inspect, clean and maintain all equipment used.
- Report any faulty equipment or hazards to the shop supervisor.
- Meet with supervisor to discuss the weekly repair trends, comebacks and service problems.

**Monthly and Quarterly Duties and Responsibilities:**

- Meet with supervisor to discuss and review individual performance.

I understand that these are the minimum requirements to continue my employment and that other duties may be assigned as needed and this job description does not limit those other duties.

\_\_\_\_\_/Date\_\_\_\_\_  
Employee Signature

\_\_\_\_\_/Date\_\_\_\_\_  
Manager