

# Job Description

**Job Title:** Service Technician  
**Supervisor:** Service Manager  
**Prepared By:** HR  
**Approved By:** R. Dunlap, President

**Department:** Operations  
**FLSA Status:** Non-Exempt  
**Revised Date:** April 15, 2019  
**Approved Date:** April 15, 2019

## Summary

Performs repairs on company and customer equipment at company shops, customer job sites or at other locations in a safe, efficient and capable manner.

**Essential Duties and Responsibilities** include the following. *Other duties may be assigned.*

- Set up new equipment
- Provide telephone troubleshooting support to customers and rental users
- Repair all components, including gas and diesel equipment, hydraulic and electrical systems.
- Provide guidance and input to other technicians in troubleshooting more complicated problems.
- Perform service tasks and other duties as assigned by Service Manager
- Ensure all work orders are completed in a thorough and timely manner
- Bring to the attention of Service Manager any additional work that may be required on a unit
- Notify Service Manager if shop equipment or vehicles are not in a serviceable condition or constitute a safety hazard.
- Maintain rental fleet in proper working condition
- Help with loading and unloading equipment when required
- Maintain an organized and clean shop area, service vehicles, and yard
- Keep abreast of all changes in various models of equipment sold, rented, and serviced by the company
- Properly check in rental equipment
- Collaborate with other company personnel
- Advise Service Manager of all changes within his responsibility which can affect company success
- Accountable to Service Manager for proper interpretation and fulfillment of responsibilities
- Participate in the identification and implementation of career development opportunities

*The job description and responsibilities described are intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

**Supervisory Responsibilities** - This job has no supervisory responsibilities.

**Competencies** - To perform the job successfully, an individual should demonstrate the following competencies:

**Job Knowledge** – Competent in required job skills and knowledge; keeps technical skills up to date; exhibits the ability to learn and apply new skills.

**Communications** – Keeps others adequately informed; responds well to questions; with the ability to read and interpret written information.

**Ethics** – Treats people with respect; keeps commitments; works with integrity and principles; upholds organizational values.

**Personal Appearance** – Dresses appropriately for the position; keeps self well groomed. Company uniforms will be provided.

**Attendance/ Dependability** – Is consistently at work and on time; follows instructions, responds to management direction; takes responsibility for own actions; completes tasks on time or notifies appropriate person with an alternate plan.

**Safety and Security** – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

**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 ability required. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Education and Experience** – High school diploma or general education degree (GED); one to three months related experience and training; or equivalent combination of education and experience.

**Language Skills** – Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

**Mathematical Skills** – Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

**Reasoning Ability** – Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Certificates, Licenses, Registrations** – Forklift certification provided by internal training course.

**Physical Demands** – The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. *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 regularly required to stand. The employee is frequently required to walk; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must regularly lift and move up to 10 pounds, frequently lift and move up to 50 pounds and occasionally lift and move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**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.*

While performing the duties of this Job, the employee is regularly exposed to moving mechanical parts. The employee is occasionally exposed to outside weather conditions and vibration. The noise level in the work environment is usually loud.

Equal Opportunity Employer (EOE); Minority/Female/Disabled/Veteran (M/F/D/V); Drug-Free Workplace (DFW)