



Job Description and Expectations – (Service Technician)

Salary: \$20-\$25 Per. Hr. "Based on Experience" Additional \$4-\$8 per hr. Efficiency Bonus

Job Type: Full Time

Work Location: 8197 PA-35, Mt. Pleasant Mills, PA 17853

Benefits:

- **Paid Training**
- **Paid Time Off**
- **Health Benefits**
- **Employee Discounts**

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 troubleshooting 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 your 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.
- Follow instructions and promptly respond to management direction.
- 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 his 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 established by flat rate time or billed time with proper diagnosis.
- Maintain an orderly and clean work area. Assist in keeping the entire shop clean and orderly.
- Collect and dispose of trash.
- Establish and maintain a positive working relationship 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 to the shop supervisor about any hazards or faulty equipment.
- Meet with supervisor to discuss the weekly repair trends, comebacks, and service problems.