

River City Pressure Cleaning Equipment

Senior Service Technician

Department:	Service
Job Status:	Full Time
FLSA Status:	Non-Exempt
Travel:	Some travel required
Work Schedule:	M-F 8:00am – 5:00pm (core business hours) plus any additional when needed, including occasional on-call weekends and Saturdays

POSITION SUMMARY

Providing optimal customer services. Repairs and maintenance of machinery and mechanical equipment such as small industrial engines, motors, pressure washers, wash-water recycling systems, compressors and generator equipment by performing the following duties.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Mechanical -

- Responds to clients' service calls
- Provides documentation through detailed work log and service reports
- Observes mechanical devices in operation and listens to their sounds to locate causes of trouble
- Dismantles devices to gain access to and remove defective parts
- Examines form and texture of parts to detect imperfections
- Inspects used parts to determine changes in dimensional requirements
- Adjusts functional parts of devices and control instruments
- Repairs and replaces defective parts
- Installs special functional and structural parts in devices
- Lubricates and cleans parts
- Starts devices to test their performance
- Sets up and operates drill press, grinder, welder, torch and other metalworking tools to make and repair parts
- Initiates purchase order for parts and machines
- Repairs electrical equipment
- Set up, service and deliver detergents and dispensary systems

- Keep service truck fully stocked with tools and parts most commonly used for field repairs
- Help maintain a clean and sanitary environment in office, common and community areas

Managerial (possible opportunity for right candidate) –

- Develops efficient workflow for the shop and field service team
- Assist in goal setting, skill enhancement and performance review activities for service staff
- Investigate and resolve any issues resulting from the substandard performance of team members
- Ensure company policies and procedures are followed by the team members
- Provide training to service staff as needed
- Provide support and guidance to service staff to ensure timely and quality customer services
- Develop and implement “Best Practices” to ensure the best customer experience possible
- Address customer inquiries, investigate to resolve issues and proactively obtain customer feedback
- Identify and resolve employee concerns/complaints
- Support service team in achievement of service goals
- Assist in interviewing and hiring service team members
- Ensure team members are properly trained to meet service objectives
- Demonstrate outstanding customer service through maintenance of high quality and integrity in work environment

POSITION QUALIFICATIONS

Competency Statements

- Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions.
- Technical Skills – Pursues training and development opportunities; Strives to continuously build knowledge and skills.
- Customer Service – Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments; Maintain positive and healthy relationships with all employees and customers to ensure customer service effectiveness.
- Oral Communication – Speaks clearly and persuasively in positive or negative situations; Responds well to questions.
- Written Communication – Presents numerical data effectively; Able to read and interpret written information.
- Teamwork – Contributes to building a positive team spirit by maintaining a positive attitude; Working collaboratively to address customer needs and provide the best possible customer experience.

- Leadership – Ability to influence others to perform their jobs effectively and to be responsible for making decision; Positively supporting company policies and management decisions with employees.
- Diversity – Shows respect and sensitivity for cultural differences.
- Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Safety and Security – Reports potentially unsafe conditions; Uses equipment and materials properly.
- Attendance/Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent.
- Dependability – Follow instructions, responds to management direction; Takes responsibility for own actions.
- Innovation – Generates suggestions for improving work.

SKILLS & ABILITIES

Education and/or Experience: Certificate from college or technical school in related field, plus 1 year related experience; or 3 years related work experience, including management experience; or equivalent combination of education and experience.

Language Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

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.

Other Requirements: Must be able to travel to clients' sites to respond to service calls.

PHYSICAL DEMANDS

Physical Demands

		Lift/Carry	
Stand	Frequently	10 lbs or less	Frequently
Walk	Frequently	11-20 lbs	Frequently
Sit	Frequently	21-50 lbs	Frequently
Handling/Fingering	Constantly	51-100 lbs	Occasionally
Reach Outward	Constantly	Over 100 lbs	Occasionally

		Push/Pull	
Reach Above	Constantly	12 lbs or less	Frequently
Shoulder	Constantly	13-25 lbs	Frequently
Climb	Constantly	26-40 lbs	Occasionally
Squat or Kneel	Constantly	41-100 lbs	Occasionally
Bend	Constantly		

- N/A =** Activity is not applicable to this occupation.
- Occasionally =** Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
- Frequently =** Occupation requires this activity from 33% - 66% of the time (2.5 – 5.5+ hrs/day)
- Constantly =** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

WORK ENVIRONMENT

While performing the duties of this Job, the employee is regularly exposed to wet and/or humid conditions; moving mechanical parts; outside weather conditions and risk of electrical shock. The employee is frequently exposed to fumes or airborne particles and vibration. The noise level in the work environment is usually moderate but can be extreme for brief periods. Safety in our yard and customers yards is essential. Everyone must maintain awareness of their surroundings at all times. Standard safety gear and training is provided.

NOTE: There is a dog and several cats that live on the business property.

COMPANY SUMMARY

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is 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. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____