



POSITION DESCRIPTION

Organisation Unit
Service Department

Service Technician

Classification -	Tradesman
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Employment Type	Full Time
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Employees Name	
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Direct Report	Workshop Manager
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Position Summary

The Service Technician is responsible for repairing, servicing and reporting of trucks, buses and other heavy machinery. This position must have the ability to diagnose mechanical failures in a timely manner in line with the requirements of the customer's expectations and the Job Card. This position requires to show a high level of skill in following manufactures guidance ensuring quality workmanship.

The Service Technician will be required to use their qualifications and training to complete mechanical works on a range of vehicles. It is expected to carry out each duty to the highest level of workmanship to ensure complete satisfaction and maximum output.

1. Selection Criteria

1.1 Essential

- ▶ Technical and Mechanical aptitude;
- ▶ Adequate knowledge of heavy motor vehicles/trucks;
- ▶ Proven ability in technical diagnosis and repair of machinery;
- ▶ Ability to diagnose mechanical faults and problems;
- ▶ Ability to repair or replace mechanical parts;
- ▶ Ability to identify specific parts or components;
- ▶ Highly developed communication skills;
- ▶ Capacity to understand and convey technical jargon;
- ▶ Ability to liaise with manufactures and suppliers;
- ▶ Outstanding level of know-how in safe operation mechanic related tools and power tools;
- ▶ Good eyesight and eye-hand coordination;
- ▶ Ability to stoop, bend, climb, and work in awkward positions;
- ▶ Must be able to read and interpret MSDS sheets to find out how to handle hazardous materials such as gas;
- ▶ Relevant Trade Certificate;
- ▶ Above average problem solving skills;
- ▶ Ability to initiate improvements;
- ▶ Ability to work with teams;
- ▶ Possess a current and valid Driver's Licence;
- ▶ Fork lift licenced or ability to obtain such.

1.2 Desirable

- ▶ First Aid Certificate holder or ability to obtain such;
- ▶ Heavy rigid truck licensed or ability to obtain such.

2. Special Requirements

- ▶ Required to work on weekends;
- ▶ Required to be on call for emergency call outs.

3. Key Responsibilities

- ▶ Analyse and diagnose mechanical problems;
- ▶ Repair trucks, buses & other heavy machinery to working order in line with Job Card;
- ▶ Maintain knowledge of all Dealership products and services;
- ▶ Plan each job and order the required parts from the Parts Department immediately;
- ▶ Highlight any additional work that may need to be completed on all vehicles;
- ▶ Ensure you Clock-on to the appropriate job individually as advised by the job card;
- ▶ If required, seek assistance from Workshop Manager when diagnosis is a problem;
- ▶ Maintain proper care and use of all workshop tools & equipment, return to correct place after each use;
- ▶ Complete all work within standard times guide;
- ▶ Support the sales function of 'The Truck Specialists' through identifying sales opportunities;
- ▶ Communicate regularly with the Workshop Manager about any related issues;
- ▶ Attend and participate in all training sessions and meetings as directed, such as, but not limited to, Guild training as required by the manufacturer and or the Manager;
- ▶ Complete all paperwork as requested regarding work performed and parts used;
- ▶ Assist in determining time of completion;
- ▶ Adhere to manufactures warranty at all times;
- ▶ Tag and place all warranty parts in Warranty Storage;
- ▶ Maintain familiarity with bulletins;
- ▶ Suggest any training needs to your Manager;
- ▶ Assist in the supervision and training of other staff, apprentices and trainees as required;
- ▶ Keep a complete up to date tool kit;
- ▶ Maintain work areas and benches in a clean condition at all times;
- ▶ Follow the company personal hygiene and appearance policy;
- ▶ Perform other duties as requested by management.

3.1 Workplace Health and Safety

- ▶ Wear personal protective equipment (PPE including eye protection at all times) when operating pressure cleaners and any other tools as outlined in our standard operating procedures;
- ▶ Manage and report WH&S and environmental hazards in the workplace and off site where required;
- ▶ Detect faulty operation of equipment or defective materials and notifies supervisors;
- ▶ Operate forklifts and cranes if licensed and trained in a safe manner at all times following correct lifting and operating procedures;
- ▶ Maintain a safe and clean working environment at all times to eliminate potential hazards;

4. Key Performance Indicators (KPI's)

KPI's	Actions	Outcomes
Workplace Health & Safety	Identifying and eliminating potential workplace hazards to maintain a safe working environment for your	Achieve a hazard and accident free workplace.
Work shop Etiquette	Keeping the workshop clean at all times. Maintaining and returning tools to the required storage areas	A clean and hazard free workplace
Productivity & Efficiency	Ensuring you are completing jobs within the set time frames through efficient and effective operating procedures being accountable for their time.	Complete projects on or prior to completion date ensuring WHS, work quality and wastage KPI's are achieved.
Adhering to Manufactures Warranty Procedures	All warranty parts have been identified on the job card and stored in the appropriate area	100% audit compliance from each factory
Quality of Workmanship	Performing all work to the required standard of the servicing department.	"Fix it right first time"
Adhering to and Complying with Company and manufactures Policies and Procedures	Ensure you follow company policies and procedures in their daily operations	100% Policy compliance
Adhere to Manufactures Technical information and guides	Using the manufactures Technical assistance hotline were applicable Participate in all Manufacturer Training	Efficiency of troubleshooting and compliance with manufactures warranty guidelines
Communication	Communication with your Forman, Controller and Service Advisor	Workplace knowledge sharing and minimisation of confusion and rework

5. Workplace Health and Safety (WHS)

Employees share responsibility for their own safety and that of their co-workers and others affected by work practices. The success of Service Department's health and safety program rests on the willingness of everyone to cooperate and work collectively so as to eliminate and control health and safety risks.

Health and safety representatives and the health and safety committee are supported by management and workers.

6. Core Values

- ▶ We act in the company's best interest at all times and keep our reputation in high regard
- ▶ We perform the best we can and support others in doing so creating a culture of success
- ▶ We act with honesty and integrity in everything we do
- ▶ We value every voice, respect differences and maintain a safe and healthy working environment
- ▶ We identify conflicts of interest and manage them responsibly
- ▶ We respect and maintain confidentiality and privacy
- ▶ We do not make or receive inappropriate payments, benefits or gains
- ▶ We comply with this code, the law and all company policies and procedures
- ▶ We report any breaches immediately

Employee Name: _____

Employee Signature: _____

Date: ____/____/____