

SERVICE TECHNICIAN

Position Summary

This position will be responsible for the set-up and repair of Vermeer and associated equipment. This position will incorporate quality and efficient work practices for timely completions of all work orders. Customer satisfaction and retention will be fundamental in this position. To also maintain the highest quality and integrity in servicing our customers and fellow employees will be mandatory.

Position Responsibility

This position will have the responsibility of servicing the equipment/fleet of customers and Vermeer MidSouth. This position will be responsible for the accountability and completion of work orders to the user's satisfaction and company guidelines. Developing confidence in personal abilities, customer satisfaction, and teamwork in a safe, efficient work place will be required.

Specific Responsibilities

- Planning and executing timely and quality repair orders
- Planning parts and tool needs prior to start-up of work assignment
- Maintain a clean and safe work station as well as safe work habits
- Ensure all repairs of Vermeer and associated products are completed as assigned
- Be accountable to the clock and work order for accurate billing internally and externally (taking into account flat rates and job estimates)
- Ensure that equipment is cleaned and presentable upon completion
- Return all parts not used to parts department
- Return all tools, supplies and repair equipment to assigned area clean and workable
- Ensure legible work order, completed accurately, parts accounted for, and time cards punched accordingly (100%) and story told for accurate invoicing or department billing
- Assume field service responsibilities where and when assigned
- Promote positive customer relationships for increased sales opportunities.
- Assume responsibility in a lean culture of reducing waste for the benefit of the customer and branch profitability
- Take advantage and be available for any training events in store or at vendor location
- Must be able to perform certain diagnostic testing and troubleshooting
- Set-up rental machines and sold equipment according to customer requirements
- Final inspection of work completed for quality purposes

- Be a team player that represents the product, services, and company positively and with integrity
- If a company truck is used, driving is a privilege and the truck is a billboard to be used professionally and courteously.
- All other duties assigned by supervisor

Relationships

This position will report directly to the life cycle manager.

Qualifications

This position will entail physical work, which will include lifting, pulling, bending, walking and other physical requirements. This position will also include a strong mechanical aptitude in trouble-shooting, diagnosing problems, and be knowledgeable in equipment operations and functions. This would also include computer skills. Must be self-motivated in assuming and completing tasks assigned. A technical school certificate may be required or work experience to minimize start-up and training. A team player with a pleasing personality, integrity, and an ability to adapt under a stressful environment of customer downtime will be necessary.

This position is a safety sensitive position and employee understands he/she must have the ability to work in a constant state of alertness and in a safe manner.

Technician
date

Manager
Date