



<b>Position:</b>	<b>Service Technician</b>
<b>Department:</b>	<b>Operations – Service</b>
<b>Location:</b>	<b>Varied</b>
<b>Reports To:</b>	<b>Team Supervisor/Department Manager</b>
<b>Supervisory Responsibility:</b>	<b>No</b>
<b>FLSA Classification :</b>	<b>Non-Exempt</b>
<b>Last Update :</b>	<b>7/2019</b>

**Position Summary:**

This skilled position represents Hillyard within the local marketplace when operating a company branded vehicle, and while interacting with our customers onsite during equipment maintenance and repairs. By providing critical support to our customers who choose to conduct business with Hillyard, this person directly impacts the customer's perception of the value we offer. As such, Service Technicians enjoy the benefits of a team environment without sacrificing the ability to work independently.

**Essential Functions:**

- Diagnose and repair industrial cleaning equipment.
- Perform in-house bench repairs and conduct off-site location repairs, as required.
- Maintain and account for parts inventory stored in service van.
- Safely operate a company provided service vehicle.
- Utilize battery lift and comply with all safety guidelines including DOT regulated safety procedures.
- Provide equipment repair status, and required repair parts, to Service Dispatcher.
- Read and respond to daily emails and/or other company communication channels.
- Serve as key customer contact and communicate customer changes to the sales team.
- Troubleshoot parts inventory discrepancies and implement corrective action.
- Properly secure all cargo when in transit.
- Maintain general understanding of key performance indicators.
- Manage and schedule vehicle repair and maintenance including fuel, oil, tires, and engine.
- Comply with and/or participate in occasional work projects related to task improvement.

**Education & Experience:**

- High school diploma or GED required.
- Two to four year's experience and/or training in related field.



### **Qualifications:**

- Basic Communication Skills
- Attention to Detail
- Excellent Driving Record
- Basic Understanding of 5S Principles
- Previous Repair Experience Required
- Computer Literacy: Ability to read and respond to emails. Minimal use with Microsoft Suite.

### **Competencies:**

For each role within our company we have a defined set of competencies that we have determine will enhance the employee's ability to perform the role efficiently. We are looking for individuals laced with these competencies to perform this role.

#### **Company Competencies**

- Customer 1<sup>st</sup> Attitude
- Adaptability
- Concern for Safety
- Integrity & Ethics
- Pursuit of Excellence/Lifelong Learning
- Teamwork

#### **Role Competencies**

- Accountability
- Attention to Detail
- Communication
- Customer Focus
- Decision Making & Judgment
- Keeps Commitments/Meets Deadlines
- Positive Attitude
- Problem Solving
- Professionalism
- Regulatory Compliance
- Relationship Building
- Service Operations Process
- Technology Proficient
- Time Management

The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.



**Equipment Used:**

Standard office equipment including phone, fax, and printer/copier. Various hand and power tools used in the servicing and repair of equipment.

**Working Environment:**

Typically, the work is performed in a factory or warehouse with exposure to dust, heat, cold, loud noises, fumes, and odors.

**Work/Schedule**

Day shift, Typically Monday-Friday.

**Travel:**

Extensive local and same day travel – up to 75%.

Minimal overnight travel, for training and service requirements.

**Physical Demands:**

The physical job demands include maximum occasional lift of 61 lbs. from floor to 50 inches; maximum occasional lift of 52 lbs. from floor to 26 inches; maximum frequent lift of 20 lbs. from floor to 36 inches; maximum occasional lift of 5 lbs. from floor to 84 in; maximum occasional carry of 61 lbs. for 30 ft; maximum frequent carry of 20 lbs. for 50 ft; maximum frequent horizontal push/pull force of 50 lbs. at 30 inch height for 20 ft; occasional climb of 26 inches on machines and in/out service van; occasional climb stairs 8-10 inches in height; maximum occasional grip force of 100 lbs.; maximum frequent grip force of 40 lbs.; frequent forward reach of 36 inches; occasional lateral reach of 24 inches; occasional reach overhead to height of 84 inches; constant bend; occasional crouch/kneel; occasional neck extension; occasional neck flexion; occasional neck rotation; occasional trunk rotation; constant fine motor coordination; frequent foot coordination; frequent balance; frequent lying supine, side-lying, or prone; frequent sitting; constant standing; and constant walking. PDC Level: HEAVY

Additional Comments: The Service Technician could be walking and climbing on surfaces which may be slick from outdoor elements or oil or other fluids. This position is also exposed to vibrations through use of impact and other powered tools.



**Eligibility:**

- Must be legally authorized to work in the United States without restriction.
- Must be willing to submit to a background investigation, including criminal history and motor vehicle check.
- Must be willing and able to pass a post-offer drug screen and physical.

**EEO Statement**

EEO Employer W/M/Vet/Disabled