

JIT Toyota-Lift

Job Description

Job Title: Service Technician (Mechanic)
Department: Service
Reports To: Service Manager (for location)
Prepared By: Joyce Schwob
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SUMMARY

The service technician is a skilled position involved in the diagnosis, repairing, and servicing equipment and systems, in the industries using fork lifts and sweeper/scrubbers and aerial lift equipment in varied applications. Must be proficient in all systems and company products, will have the ability to work independently in defined systems and as such shall be capable of performing all skills and tasks related to the systems.

Will be required to work independently on simple to complex tasks involved with calibration, cleaning, maintaining, testing and repairing of systems and equipment.

Additionally, the Service Technician shall have the capabilities of leadership and have training skills to advance the quality of service and personnel at the Division.

Essential Duties and Responsibilities

- Examines malfunctioning defined units for defective parts utilizing knowledge of mechanical, electrical and equipment functioning theory to determine the cause of malfunctioning.
- Practices inspecting routines employing the Company's diagnostic procedures to pinpoint areas of malfunctioning or items to be serviced.
- Dismantles whole or parts of defined units as indicated by type of malfunction, and repairs or replaces such parts, and other components.
- Reassembles unit, making necessary adjustments to ensure efficient operation.
- May recommend removal of customer defined units from premises for major repairs or overhaul in the shop.
- May install, service, repair systems in businesses utilizing knowledge of the functionality of the equipment.
- Will perform services (defined and qualified) within guidelines established.
- Will be responsible for maintaining truck inventory and will advise the service manager when items of inventory should be increased.

- Will stay abreast of the technical advances in the industry and will attend all company sponsored training programs.
- Will complete all company required paperwork within the constraints of the procedures.
- Will maintain company owned vehicles and will always drive in a safe and prudent manner.
- Will present the company's image by adherence to the company dress and conduct codes.
- Will be judged on the quality of workmanship and skills by demonstrating that service is right the first time.
- Will agree to rotate work schedules, so the Division's emergency breakdown policy will be adhered.

Education:

- a) REQUIRED: High School diploma
- b) PREFERRED: Some technical college experience is desired but not required.

Experience:

- At least two years prior experience in service, repair and installation of the type of fork lifts and sweeper/scrubbers sold and serviced by Jamestown Industrial Trucks.
- Completion of specified vendor equipment repair training and certification programs as designated by management.
- Demonstrated capability in the diagnosis of technical equipment problems and associated repair/installation options.
- A clean driving record and a valid operator's license for any vehicle the company may direct position to operate.

Physical Requirements

This is primarily a "hands on" position, requiring a significant level of manual labor. The position may involve operating hand tools, power tools, lifting and moving equipment, and supplies with the associated injury hazards and requirements for use of related safety equipment.

The position operates from either the Frewsburg, NY headquarters facility or the Buffalo, NY branch facility and requires travel to customer locations.

Mental Requirements

The position requires clearly demonstrated technical and mechanical skills. Effective math, verbal and written communication skills are essential. No special foreign language skills are required.

Working Conditions:

The majority of the activities of this position are conducted in customer locations. Climate control and general working conditions will vary. The position may need to operate small tools, and other equipment, and vehicles with their associated operating and safety requirements.

NOTE:

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the company has a similar right.