



JOB DESCRIPTION

POSITION: Senior Technician
DEPARTMENT: Service
REPORTS TO: Service Manager
CLASSIFICATION: Non-Exempt
APPROVED BY: Chief Operating Officer
APPROVED DATE: 1/2/2018

Summary

A Senior Technician's job consists of a variety of specialized duties and provides technical know-how to other Service Technicians throughout the Company. This position is responsible for maintaining equipment repairs at the Brady Service Repair Center or on site at customer's locations and troubleshoot and repair equipment upon customer request. In addition, this position performs scheduled planned maintenance service as well as service calls, schedules service repairs to ensure proper and timely repairs are completed, coordinate with dispatch daily and maintains accurate paperwork on repairs performed.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must have working knowledge of troubleshooting, diagnosing and repairing floor care equipment, auto scrubbers, vacuums and electrical systems.
- Must have a solid understanding of the various systems used throughout the company.
- Assist management in troubleshooting problems as they arise and identify and address potential areas of concern.
- Has the responsibility to safely maintain the physical condition and appearance of the facility and keep it clean and in working order.
- Picks-up and delivers equipment or repairs on-site.
- Provides customer training on the use and maintenance of service equipment.
- Follows all applicable safety guidelines, government regulations, company's safety manuals and/or stated safety policies.
- Follows-up on all customer requests and questions to ensure appropriate response is made and customer is satisfied.
- Maintains a service van and its inventory.
- Process paperwork upon completion of each repair performed. Maintain a professional appearance and attitude.
- Collaborate with team member to assess and respond to service issues.

- Treats all customers, both internal and external, with respect and courtesy.
- Delivers excellent customer service to internal and external customers.

Competencies

- Communication Proficiency
- Initiative
- Problem Solving/Analysis
- Technical Capacity
- Thoroughness
- Teamwork Orientation
- Customer Focus
- Organizational Skills
- Time Management

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

This job operates in a large area with own work space. This role routinely uses standard office equipment such as computers, telephone, headset and photocopiers.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit, stand; walk; use hands to finger, handle or feel; reach with hands and arms; and lift up to 75 lbs.

Position Type/Expected Hours of Work

This is a full-time and part-time position, Monday through Friday 8:00 a.m. – 5:00 p.m. Occasional early or late hours may be required as job duties demand.

Required Education and Experience

- High School diploma or equivalent, technical school desired
- 5-7 years' experience in similar environment

Abilities:

- Proven mechanical and electrical service experience.
- Strong written and verbal communication skills.
- Strong customer care skills.

- Personable and technically skilled with a keen eye for detail.
- Valid driver's license, good driving record, and ability to safely operate equipment.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management.

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____