



## **Service Technician (Level 2) Job Description**

### **Job Data:**

Job Title:	Service Technician – Level 2
Department:	Service Department, Pro Power Sports & Marine, Inc.
Supervisor:	Service Manager
Supervises:	N/A

### **Summary Description:**

A Level 2 requires little if any work direction from the Service Manager or Shop Foreman. Work is completed in a safe, professional and timely manner. Must be able to diagnose the correct failure mode, using the appropriate Technical Manual procedures and special tools. Must be able to perform complete component removal, disassembly, and reconditioning, following Technical Manual procedures. Must be able to safely operate all machines marketed by the dealership. Must conduct themselves in the presence of customers in a manner that promotes a positive image of the company.

### **Major Duties and Responsibilities:**

#### **1. Service Department Operations:**

- Maintain state inspections endorsement
- Follow all safety rules and regulations in performing work assignments.
- Perform diagnosis and repair as required
- Demonstrate skills to other technicians as required.
- Perform reconditioning and repair of all machine systems and components.
- Prepare all reports and forms required in conjunction with job assignments.
- Report any additional work required on equipment to the Service Manager, for proper and safe operation by the customer.
- Participate in all training programs as directed by the Service Manager.
- Maintain a clean work area and perform work in a neat and orderly fashion.
- Bring to the attention of the Service Manager any shop tools, equipment or vehicle that is not in a serviceable condition or is unsafe to use.

#### **2. Qualifications and Job Requirements:**

- Graduation from Tech program preferred but not required.
- 3+ years experience in a related field

- Electronic diagnostic ability
- Diagnose both gasoline and diesel engines
- Diagnose and repair hydrostatic systems and transmissions
- Must be able to perform all tasks without supervision.
- Must be willing to be a mentor to other technicians
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals.
- Ability to write diagnosis and work completed on routine reports and correspondence.
- Ability to speak effectively one on one or before groups of customers or employees of the organization.
- Ability to use personal computer and various types of diagnostic equipment.
- Ability to add, subtract, multiply and divide in all units of measurement using whole numbers, common fractions and decimals.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to demonstrate leadership throughout the Service Department.

### **3. Physical Demands:**

- The noise level in the work environment is usually loud
- Requires the use of both hands
- Frequently required to bend, stoop, crouch, reach, handle tools and lift in excess of 80lbs. of material
- Frequently requires the ability to balance and push an 800 lb. ATV or Motorcycle or equivalent power equipment unit

### **4. Commitments**

- Treat all employees and customers fairly, courteously and with dignity
- Maintain positive relationships with customers, other employees and owners
- Be early, flexible and available for scheduling
- Maintain up to date technical training
- Focus on Quality & Service
- Be neat and clean
- Wear uniform and name badge every day
- Demonstrate an interest in growing the service business

### **5. Working Conditions:**

- Frequently works near moving mechanical parts
- Is potentially exposed to battery acid, gasoline, chemical cleaning material or other toxic materials commonly found in motor vehicle service departments, some of which may be considered health hazards
- Occasionally, exposed to exhaust fumes or other airborne particles