**TECHNICIAN**

The Service Department is an integral piece to the success of the business and customer experience at Bane-Welker. A Technician is responsible for performing repair and maintenance work on equipment, in a timely manner, as assigned by the Service Manager. Technicians must have outstanding mechanical knowledge including hydraulic, electrical, and diagnostic skills.

**Principal Responsibilities**:

* Consistently achieve agreed-upon productivity and billable efficiency goals.
* Successfully complete assigned jobs in an efficient manner while effectively communicating with customers resulting in customer satisfaction when appropriate.
* Complete and process all paperwork for each assignment in a timely, consistent, and accurate manner.
* Participate in required training and also take personal initiative to stay up to date on relevant service knowledge, bulletins and other changes regarding new and existing products.
* Appropriately assist other technicians when required.
* Provide input relating to product information, quality, warranty, and other unit performance information.
* Maintains vigilance for methods of effecting cost reductions or revenue increases and reports observations to the service manager.
* Transports and delivers or picks-up equipment, machines or parts as needed, always loading, and securing carefully to ensure no damage by transport.
* Performs equipment checks both before and after transport to avoid transport damage claims and gives customer instructions for basic operation.
* Performs set up or pre-delivery inspections on new or used equipment as prescribed by manufacturer’s manual.
* Performs all field service assignments promptly and efficiently with a minimum of non-billable comebacks.
* Effectively comply with all safety, tools, and other job-related requirements.
* Follow all safety, environmental and regulatory compliance protocols, policies and requirements.
* Maintain a clean and organized work environment.
* Maintain tools and equipment, and notify the Service Manager if tools need replacement, or new tools are needed.
* Provide and/or maintain the tools required to efficiently complete assigned work.
* Operate, maintain, and account for company equipment and vehicles.
* Maintain appropriate licenses and certifications.

**Requirements of Position:**

* Must have a customer focused and “be of service” attitude.
* Demonstrate organizational ability and systematic timing.
* Proven knowledge of methods, materials, and tools used in the repair of agricultural equipment.
* Possess adequate knowledge of work processes and requirements for both physical labor, shop equipment, and safety procedures.
* Must be familiar with the dealer’s line of equipment.
* Ability to demonstrate the core values of Bane-Welker.
* Ability to maintain customer relationships and cultivate new customers for future growth.
* Possess mechanical ability and familiarization with testing equipment and diagnostic procedures.
* Be experienced in operating vehicles and equipment used for diagnostic purposes.
* Must have a valid driver’s license.

Reports to the Service Manager

Bane-Welker Equipment reserves the right to modify, interpret or apply this job description in any way the company desires. This job description in no way implies that these are the only duties to be performed by the employee occupying this position. Employees are required to perform any other functions or duties assigned to them by management. This job description is not an employment contract, implied or otherwise. The employment relationship remains “at-will”. Listed are just some of the additional requirements: sitting, standing, climbing, lifting, grasping, reaching, stooping, and crouching, speaking, listening and motor coordination skills.

**Acknowledgement:**

I have read and understand the above job description and believe it to be complete and accurate. I understand that Human Resources may change this job description at any time.

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