

FIELD SERVICE & REPAIR TECHNICIAN

JOB DESCRIPTION

- Department: Service & Repair
- Industry: Aggregates/Mining
- Status: Full Time

SUMMARY:

- This individual, working closely with the Service & Repair Manager, is responsible for the safe, effective, and efficient repair of machinery and components to high levels of quality on a wide variety of aggregate equipment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Builds knowledge of dealer supported product lines, service standards, and procedures
- Can perform field repairs and maintenance jobs with minimal supervision
- Basic testing knowledge of all machine systems
- Can repair and recondition all aggregate equipment components and systems
- Develops and employs diagnostic related reasoning skills
- Responsible for operating heavy construction equipment in a safe manner
- Assists in the collection of data necessary for efficient inventory control
- Attends local, regional, national service schools as requested
- Maintains a clean and safe working environment
- Maintains and cares for shop tools, equipment, and vehicles
- Completes all paperwork required for jobs
- Maintains close, positive working relationships with service, parts and administrative personnel
- May perform other duties as directed by the Service & Repair Manager

REQUIRED SKILLS:

- Minimum 2-year Diesel Technology or Welding/Fabrication Certificate or equivalent experience
- Minimum 2-Years' experience repairing heavy equipment and aggregate machinery
- Ability to obtain or possession of a Port Pass
- Obtains or is willing to obtain a CDL License
- Minimum of 1-2 years welding/fabrication experience
- Must have own hand tools, up to and including a drive set
- Ability to travel for extended periods of time
- Ability to pass drug tests as required by MSHA and Port regulations

ADDITIONAL JOB REQUIREMENTS:

- Works in an efficient and effective manner
- Contribution to departmental and product line goals
- Excellent customer service skills both internal and external as a representative of General Equipment

- Must have a positive mental attitude
- Organizational skills with ability to effectively manage multiple projects
- Must be personable, highly motivated, a problem solver, reliable, ethical, and able to adapt to all forces around them, customers, suppliers, coworkers, and manufacturers
- Should have solid equipment and mechanical knowledge and strong diagnostic skills
- Able to work with minimal supervision
- Must be willing to travel as there may be occasional overnight field service work? Requires a valid driver's license and the ability to maintain an insurable driving record

NATURE AND SCOPE OF JOB:

- Frequent travel within the Northwest Region of the US with occasional travel to Mexico, Canada, Hawaii and Alaska.
- Occasionally lifting, carrying, pushing or pulling 100+ pounds and/or frequently lifting, carrying, pushing or pulling 50+ pounds and/or continuous lifting, carrying, pushing or pulling 20+ pounds.
- Occasional to frequent walking or standing
- Frequent and continual movement as follows, often several of movements simultaneously (i.e. handle while crouching, carry while kneeling):
- Kneel (bend legs at knee, come to rest on knees)
- Crouch/Squat (bend body down and forward, bending legs and spine)
- Crawl (move on hands, knees, and feet)
- Climb (ascend/descend ladders, stairs, ramp, or step up on or down from equipment/trailer)
- Stoop (Bend downward and forward at waist)
- Lift (raise or lower object > 25 pounds from one level to another)
- Carry (transport an object)
- Push (press with steady force, thrust objects forward, downward, outward)
- Pull (drag or tug objects)
- Turn/twist (move a body part in circular motion)
- Bend (bend downward and forward by bending the spine at waist)
- Reach (extend hands and arms in any direction)
- Handle (seize, hold turn with hands)
- Repetitive motion of wrists, hands, and fingers
- Hearing and speaking to exchange information.
- Dexterity of hands and fingers to operate equipment.
- Consistently exposed to weather conditions, fumes, and loud noise.

The duties described above are the general nature and levels of work performed, but are not intended to be a complete comprehensive list of all the duties, activities, and responsibilities required of job incumbents. Duties, responsibilities and activities may change at any time with or without notice.