

# **QUALITY SERVICES CORPORATION**

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## **JOB DESCRIPTION**

DEPARTMENT: Service  
JOB TITLE: Technician  
REPORTS TO: Service Manager  
PURPOSE: The purpose of this job is diagnose and repair vehicles encompassing malfunctions and preventative measures to assure quality, reliable repairs meeting all legal requirements in accordance with company guidelines and procedures.

## **JOB DUTIES:**

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### Repair Duties:

- Determine needed vehicle repairs including the following:
  - Interpret information from work order.
  - Perform a physical inspection of the vehicle diagnosing the problems.
  - Communicate with Service Manager any repair/preventative maintenance needed which is not noted on the work order.
- Determine necessary parts needed to complete repairs and initiate part(s) orders following established company policies and procedures including information such as model number and part description.
- Repair vehicle; disassemble and reassemble in proper sequence, making necessary component adjustments to complete service of vehicle.
- Check old parts for re-use.
- Verify all service work has been performed and completed based on established quality in job standards.

### Documenting Duties:

- Document the following in service vehicles such as:
  - Summary of actual work performed.
  - Record detail of any unusual circumstances.
  - Record parts ordered/needed and shop supplies used.
  - Note on work order any additional work needed.

### Miscellaneous Duties:

- Parks vehicle where instructed when job is complete as requested
- Properly disposes of old parts, cleaning up work area according to established guidelines and procedures

## **JOB REQUIREMENTS:**

1. Knowledge and ability to perform heavy duty truck & trailer repair and maintenance.
2. Knowledge and ability to operate power and hand tools and other equipment used in servicing vehicles in accordance with safety procedures.
3. Ability to move freely throughout the service area, including continuous physical effort; climbing in/out of truck cabs, underneath trucks, bending, walking, manipulating tools/equipment, etc.
4. The ability to drive a vehicle, obtain and maintain a CDL (commercial drivers license) and appropriate endorsements.
5. The ability to be insured through QSC and maintain that insurability.
6. Ability to effectively communicate orally and in writing within the department and other areas of the company as necessary.
7. Ability to interpret and work from oral and written instructions.
8. Ability to perform basic math calculations.
9. Ability to legibly document data for record keeping purposes.
10. Basic analytical ability to determine appropriate required procedure when determining needed repairs.
11. Knowledge and ability to implement all safety procedures in accordance with established policies and procedures.
12. Ability to remain calm and professional during peak periods of activity.
13. Knowledge of organizational abilities and the ability to manage multiple tasks simultaneously.
14. Ability to work daily and overtime as required.
15. Ability to assist in other work related areas as required.

## BASIC PHYSICAL REQUIREMENTS:

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Approximate: 8 Hour Day (may be longer during peak season)

<b>Key:</b>	Occasional	=	0% to 33%	N/A = Not Applicable
	Frequent	=	34% to 66%	
	Continuous	=	67% to 100%	

Standing	Frequent
Sitting	Occasional
Walking	Frequent
Bending/Kneeling/Crouching/Stooping	Frequent
Reaching Above Shoulder	Frequent
Climbing (stairs, ladders, etc.)	Occasional

### Working on Heights:

Unprotected Heights	Occasional
Protected Heights	N/A

### Lifting:

Lifting Weights from <u>0</u> to <u>100</u> Pounds	Occasional
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### Push/Pull/Maneuver Equipment/Products/Materials:

Weighing from <u>0</u> to <u>100</u> Pounds	Frequent
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Being Around and/or Operating Moving Machinery/Equipment	Continuous
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Operating a Vehicle (as a part of your job)	Occasional
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Read/Monitor Gauges on Various Equipment/Machinery	Frequent
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### Hand Movements:

Recording Data	Occasional
Operating Office Equipment	Occasional
Operating Computer	Occasional
Simple Grasping (right and left)	Frequent
Firm Grasping (right and left)	Frequent
Fine Manipulating (right and left)	Occasional

Foot Movements to Operate Foot Controls	Occasional
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<b>Vision:</b> Good Vision, Corrected to Normal; or Ability to Access Required Information and to Perform Job Duties	YES
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<b>Color Definition Required:</b>	Occasional
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<b>Hearing:</b> Good Hearing, Corrected to Normal; or Ability to Communicate/Understand Required Information and to Perform Job Duties	YES
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**Mobility:** Ability to be mobile throughout required work areas; please indicate frequency such as occasionally, frequently, or continuous.

Office	Occasional
Multiple Locations	N/A
Plant	N/A
Equipment/Maintenance or Repair Area	Continuous
Rough Terrain	Occasional
Other Customer Site	

## **BASIC MENTAL REQUIREMENTS**

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This job requires the mental capabilities to analyze situations to determine the appropriate service needs of the customer and problem solving abilities in performing the repairs/maintenance. Calculating abilities, logical thinking and common sense are also necessary to accomplish these duties.

## **WORKING CONDITIONS AND EXPOSURES:**

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General truck maintenance/repair shop working conditions exist. Wide range of temperature variance, occasional need to be outdoors parking/test driving vehicles. Minimal exposure to elements or chemicals such as freon, diesel fuel, ether and gasoline.

Working conditions include moving machinery/equipment and moving throughout the service area, exposure to noise, vibration, odors, paint fumes and exhaust fumes from trucks.

## **TRAINING**

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### **Safety:**

Right to Know  
Personal Protective Equipment  
Lock Out - Tag Out  
Emergency Procedures  
Hazardous Materials/Chemicals

### **Other:**

On the Job Training  
Employee Handbook

## **JOB QUALIFICATIONS:**

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Education: High School Degree, 2 Year Technical School preferred, CDL (commercial driving license) with appropriate endorsements. In some cases, an exception to the CDL requirement may be waived if the employee obtains a CDL within 6 months from the date of employment.

Experience: Truck repair background with six (6) years mechanical experience.

"Note: This is not necessarily an exhaustive list of the job duties and requirements associated with this job, but is intended to represent an accurate reflection of the current job."