

REPAIR TECHNICIAN

Job Description

Last Update: February 25, 2015

POSITION – REPAIR TECHNICIAN

RESPONSIBILITIES –

- 1. Follow all Safety protocols.**
 - a. Notify management if safety issues are found.**
 - b. Do not allow customers or other employees to engage in dangerous behaviors.**
 - c. Keep your assigned work area, bench, equipment, and tools organized and picked up.**
 - d. Properly maintain all equipment per manufacturer's instructions.**
 - e. Always use PPE when using cutting, grinding, or other dangerous equipment.**
- 2. Provide outstanding customer service to EVERY customer.**
 - a. Complete all repairs in the time promised.**
 - b. Perform the highest quality work on all repairs. If it cannot be repaired properly, don't repair it, discuss with the customer and determine the best course of action.**
 - c. Give up front estimates of repair costs and always get customer approval before making repairs that will exceed the quoted cost.**
- 3. Manage repair parts inventory.**
 - a. Keep sufficient stock levels to ensure repairs can be made at all times.**
 - b. Order replacement parts as necessary to keep parts bins full.**
 - c. Do not accumulate stock of non-moving parts.**
- 4. Develop and maintain customer relationships.**
 - a. Learn customers names and use them as much as possible.**
 - b. Always be friendly and courteous in all customer interactions.**
 - c. Maintain a professional, neat, and clean appearance at all times.**
- 5. Maintain education level to keep up to date on new technologies and changing products.**
 - a. Acquire necessary certifications to repair equipment as needed.**
 - b. Learn repairs on new types of equipment.**
 - c.**
- 6. Other duties as assigned by store management.**

RESPONSIBLE FOR –

- 1. Employee and Customer Safety**
- 2. Completing repairs in a timely manner.**
- 3. Customer Satisfaction – Create an outstanding customer experience in all of your interactions.**

REPORTS TO –Store Manager

PAY RANGE - Hourly 1 – Hourly 3