

JOB TITLE: *Commercial & Residential Service Technician***JOB PURPOSE:**

The *Commercial & Residential Service Technician-Lead Man* is the primary service provider for Residential, Commercial/industrial doors, door opening systems, gate opening systems, and dock leveling systems. Most commercial service work is done on existing doors, opening systems, dock-leveling systems, or previously installed gate opening systems.

Work assignments are received from the *Service Manager or Supervisor*. Larger commercial service applications are sometimes handled by a two-person crew: Lead Man and Helper. It is the responsibility of the Lead Man to plan, coordinate, and ensure completion of the primary service task, as defined by the Service Manager, with the assistance of the Helper if designated. Any problems, questions, or issues which cannot be resolved by the Lead Man will be referred to the Service Manager for clarification or resolution.

Service technicians have specific responsibilities in the areas of record keeping for customer billing, time cards for compensation, maintaining service vehicles and equipment, product education and training, safety training, housekeeping at the warehouse and shop, job-site housekeeping, and miscellaneous duties as required by the service supervisor.

Because of the nature of door systems in a commercial/industrial environment, these systems may play a critical role in both business continuity for the customer, as well as revenue generation. Accordingly, problems with these types of systems may require immediate and prioritized attention to repair and/or replacement by the Commercial Service Technician.

Service technicians are the first line of support for commercial/industrial customers and are expected to maintain a neat and clean appearance and to treat all customers with decency and respect at all times, regardless of the customer's mood or disposition.

KEY TASKS:**Primary Job Functions:**

- Responding to work assignments and tasks as directed by the Service Manager.
- Reviewing Work Order information for accuracy and completeness before departing for job.
- Ensuring truck is fueled, serviced, and ready for operation prior to beginning of workday. Regularly handing in fuel receipts. Washing company vehicle prior to start of work on Monday of each week.
- Ensuring truck is restocked with appropriate service material daily.
- Ensuring hydraulic lifts are in appropriate working order and available when needed.
- Notifying Service Manager of any required vehicle repairs when detected.

- Reading instruction manuals for all products installed in a service environment before attempting to install.
- Learning the basics of track alignment, track adjustment, horizontal leveling with slight raise, adequate back hangs, and operator arm setting.
- Assessing what the root cause of the problem is and coordinating the repair of that problem.
- Directing the activities of any Helper(s) assigned to the job for assistance.
- Answering any questions a helper may have regarding the assigned task or service requirements.
- Acting as the primary interface to the customer representative for with respect to any questions, directives, or problem resolution.
- Checking clutch adjustment and safety equipment/apparatuses on all operators.
- Checking for proper door installation.
- Checking all set screws on coupler and sprockets, rollers, cables and balance, horizontal and vertical track settings.
- Checking balance on doors with operator disconnected.
- Oiling and lubricating all rollers and springs with proper motor oil (not “WD-40”).
- Placing appropriate warning and safety stickers on doors and operators.
- Cleaning up all trash from job site.
- Removing all hand prints from door.
- Applying maintenance sticker to door, if required.
- Leaving warranties and instruction manuals with customer.
- Responding to customer requests in a pleasant manner.
- Immediately notifying Service Manager of any injuries sustained while on the job.
- Consulting with Service Manager to determine if any injury requires mandatory drug testing and reporting to test facility if required.
- Accurately recording all Work Order site information, including brand, model, door size, door location and number, operator size and brand, door location/number.
- Accurately recording date and time spent on the job.
- Accurately recording type and extent of service performed.
- Accurately recording all material used with item# and price.
- Noting what actions need to be taken if the job cannot be finished or is not completed.
- Recording emergency service on time card.
- Recording any overtime or double-time on time card.
- Recording on time card anyone else worked with on a job.
- Recording invoice number and job name of all jobs worked.
- Holding and maintaining a valid driver’s license and clean driving record.

Secondary Job Functions:

- Ensuring shop and warehouse space is clean and aisles are free from obstructions.
- Returning extra material to its appropriate place in warehouse.
- Refraining from smoking in warehouse, shop, or company vehicle not permanently assigned to technician. Removing trash and debris from truck daily.

- Placing trash in proper containers.
- Ensuring all lifts and trailers are properly secured and batteries are charged and operational.
- Ensuring doors and gates are closed when leaving.
- Observing all posted speed limits, using seatbelts at all times, and using professional driving techniques whenever operating company vehicle.
- Unloading of trucks when requested to do so by Service Manager.
- Performing a variety of secondary support tasks as requested by Service Manager.
- Attending and participating in all required and requested safety meetings and training sessions.
- Watching designated training videos when requested.
- Learning to identify specific brands of doors and operators.
- Learning basic door and operator maintenance skills and reviewing new products when appropriate.
- Becoming familiar with First Aid and medical emergency techniques.
- Treating fellow employees with honesty, courtesy and respect.

Services and Products Supplied:

- Repair service to commercial/industrial customers upon request.
- Assistance and support to other technicians as requested.
- Point of contact for questions from customer.
- Source of data for customer billing purposes.
- Source of data for payroll purposes.
- Source of data for safety and accident reporting information.
- Provider of first aid when required.
- Assistance and support to warehouse and shop personnel when requested.
- Source of data for truck maintenance and operation expenses and service.

Frequently Used Tools and Resources:

- Telephone – land line and cellular.
- Mobile 2-way radio.
- E-mail.
- Voice mail.
- Ladder (Up to 24' – 40').
- Hydraulic lift (Up to 40' in height).
- Motorized forklift.
- Typical assortment of mechanical tools and devices.
- Welding equipment
- Cutting torch
- Typical assortment of common power tools such as impact wrench, circular saw, and drill.

Targets and Performance:

- Must accurately fill out call data on work order when requested to do so within 30 minutes of leaving the job site.
- Must be able to lift and carry up to 80 pounds for a distance of up to 50 feet.

- Must be able to climb and work off of a 24' to 30' extension ladder.
- Must be able to operate and work from a hydraulic lift at heights of up to 40'.
- Must be able to operate with appropriate safety considerations a motorized forklift.
- Must wash truck by start of workday Monday of each week.
- Must turn in time card on Monday morning.
- Must report any job-related injuries within 1 hour.
- Must re-stock truck daily.
- Must check lift battery daily.
- Must check oil on truck when refueling.
- Must secure loads with the proper tie downs.
- Must be able to pull and back up a utility trailer.
- Must give notice to Service Manager for any required truck or equipment repairs within 24 hours.
- Must turn in fuel receipts daily.
- In case of on-the-job accident, must report for drug testing within 8 hours.
- Key Performance Measurements
 - Attendance and tardiness
 - Customer satisfaction
 - Service skills proficiency
 - Rate of Callbacks
 - Safety record and commitment to safety
 - Rapport and attitude with fellow employees
 - Meeting production goals
 - Ability to train and direct activities of assigned helper(s)
 - Appropriate level of communication with managers and office personnel

Internal Suppliers and Customers:

- Daily contact with Service Manager.
- Daily contact with Customer Service Agents.
- Daily contact with assigned Helpers and other Service Technicians.
- Regular contact with Finance Manager for payroll and accounting purposes.
- Regular contact with warehouse personnel.
- Periodic contact with Safety Manager.
- Periodic contact with Owner.

External Suppliers and Customers:

- Daily contact with commercial/industrial customers.
- Periodic contact with vehicle service providers.
- Regular contact with fuel providers.
- Periodic contact with drug screening facilities.

Implications and Risks:

- Incorrect diagnosis of a customer problem will have a negative impact on customer satisfaction and company profitability.

- Inefficient or wasteful amount of time spent on a job will negatively impact productivity objectives.
- Disregard for safety rules can result in injury to an employee or customer.
- Improperly maintaining tools and equipment can result in personal injury.
- Inaccurately or illegibly recording customer data will result in inefficiency and extra work for several employees.
- Failure to treat customers with decency and respect will negatively impact Company image and may result in lost business and referrals.
- Failure to maintain a clean and professional image will negatively impact Company image.
- Failure to properly maintain vehicle will result in potential lost time and extra cost to repair.
- Failure to observe posted speed limits and professional driving techniques will result in negative impact on company image.
- Failure to ensure truck is appropriately stocked with material will result in lost time and inefficiency.
- Failure to notify Service Manager of vehicle maintenance requirements will result in unnecessary expense and inefficiency.
- Failure to maintain proficiency in product knowledge will result in lost time, efficiency, and customer satisfaction.
- Failure to operate hydraulic and motorized lifts in a safe and reasonable manner can result in injury to one's self, co-workers, or customer employees.
- Failure to attend required safety training will result in increased risk for the technician and other employees and customers.
- Failure to maintain an insurable driving record may result in loss of company driving privileges and/or termination.
- Failure to respond to Service Manager or service agent requests for call-in in a timely manner will result in confusion, inefficiency, and loss of customer satisfaction.

TERMS AND CONDITIONS

Working Terms and Conditions (may include, but not be limited to the following):

- A Service Technician – Lead Man will report to company offices each morning to receive the days work orders and any other pertinent information from the Service Manager, unless otherwise notified by Service Manager.
- A Service Technician - Lead Man will spend most of the day either at customer job sites or in a vehicle in transit between jobs.
- The work environment is often dusty, dirty, with potential safety risks.
- The work environment often includes harsh conditions of extreme heat and cold.
- Commercial service jobs can involve areas of limited accessibility and hazardous footing.

- The work environment includes the risk of falling objects, eye injuries, fire, cuts from sharp objects and edges, traffic accidents, electrical shock, lifting of heavy objects, and working from extreme heights.
- The work environment is often oily, noisy, and greasy.
- Jobs will require coordination and interaction with a co-worker.

Position Qualifications:

- Must possess a current valid Arkansas driver's license and a clean driving record.
- Must be able to pass a standard drug test.
- Must be able to operate a computer, write and compose e-mails, letters, fill out invoices, send a fax, fill out a spread sheet, read basic shop drawings, figure sales tax, make out a bank deposit, and prepare a job time and material estimate.
- Must have good mechanical aptitude and demonstrated ability to understand and work with common power tools.
- Must be able to lift up to 80 pounds and carry for a distance of up to 90 feet.
- Must be able to read and write legibly and accurately.
- Must be able to communicate over a telephone – landline and cellular.
- Must be able to operate a pager and 2-way radio.
- Must be able to communicate in English.
- Must have good eyesight or wear corrective lenses (glasses or contacts).
- Must be able to walk and carry items on uneven ground.
- Must be able to climb and work from a ladder height of 24' – 30'.
- Must be able to operate and work from a hydraulic lift reaching heights of up to 40'.
- Must be able to safely operate a motorized forklift to lift and maneuver extremely heavy objects.
- Must be able to safely drive a pick-up truck and pull a trailer during the day, at night, and in inclement weather conditions.
- Must be able to work in extreme heat and cold.
- Must be able to work in a dirty, dusty, oily environment.
- Must have manual dexterity in both hands, which allows the use of a hand tool.
- Must have basic arithmetic skills to allow basic addition and subtraction.
- Must have neat appearance.

Core Competencies:

- Ability to understand and take direction from superiors.
- Ability to handle and schedule multiple tasks within a day.
- Ability to direct the activities of a Helper.
- Good reasoning ability to understand and determine failure mechanisms.
- Ability to work with others in a positive and productive manner.
- Ability to remember and follow through with regularly occurring tasks.
- Ability to treat customers with decency and respect and to control personal emotions in confrontational situations.
- Ability to handle stress in a reasonable and effective manner.
- Ability to maintain a positive outlook and attitude.