

Wiese USA Job Description

Title: Shop/Field Technician

Reports To: Service Manager

Objective: Know and support the Wiese Vision, Values and Culture as the foundation of all your job responsibilities. Provide professional service (internal and external) through the timely repair of customer equipment and machinery. Perform required maintenance and repair of equipment; to include hydraulic, fuel, mast and electrical systems, i.e. all major components in material handling equipment. Act as a facilitator between the customers and Wiese regarding communication, repairs, other sales opportunities and customer satisfaction.

Responsibilities and Essential Job Functions: (see bold for result expectations)

- **Actively support and promote safety initiatives.** Follow all safety policies and procedures. **Always work safe** and report any unsafe work or work environment to management.
- Represent a **professional presentation** to our customer by following the business attire policy, being **prompt** for service calls and leaving the customer's worksite neat and orderly.
- **Communicate with customers** to obtain descriptions of equipment problems, work to be performed, future repair requirements, and review work performed. **G.R.E.A.T. Greet, Review, Exceed, Ask, Thank**
- Plan work using procedures, technical manuals, and experience to ensure **timely and accurate repair of machinery or equipment**. Results which are realized by **billable hours, expense hours, rework, flat rate and warranty measures**.
- **Analyze and test equipment** to ensure proper performance and compliance with manufacturers' specifications and safety requirements.
 - Diagnose and inspect machine or equipment faults and malfunctions to determine required repairs using equipment such as micrometers, digital multi-meters, infrared engine analyzers, gauges, and computerized diagnostic devices in order to diagnose defects; make a determination of repair type and repair and replace damaged or worn parts.
- **Dismantle and reassemble equipment.**
- Perform routine and scheduled **preventive maintenance services** such as oil changes, lubrications, and tune-ups; maintain equipment service records, identifying and correcting defects or problems.
- **Read and understand operating manuals** and technical drawings such as electrical wiring and hydraulic diagrams.
- **Complete required paperwork**, ie work orders, warranty documents, etc. and submit timely and accurately with all required information including appropriate signatures.
- If applicable, **operate, monitor and maintain service van/vehicle** in a safe, clean and well-organized manner. Ensure scheduled maintenance occurs and identify and schedule appropriate repairs.
- If applicable, take ownership of **van inventory** (parts and materials) by conducting physical counts, tracking usage, and restocking inventory by requisitioning parts to achieve First Time Fix and customer satisfaction.
- During your customer visit, add value by knowing and **offering additional Wiese products and services**.
- **Communicate with and support sales representatives, PSSR's and branch team** regarding additional sales opportunities for both internal and external customers.

- Follow company **process and procedures**, always seek to communicate and **continuously improve** them.
- Take ownership of Branch Dashboard results. Actively **participate in Branch Dashboard meetings** and other continuous improvement activities as needed. **Know 1+1 = 4.**
- **Follow the company policies and procedures** set forth in the Company Handbook.
- Various duties assigned as needed.

Qualifications

Vocational/technical training or related on-the-job experience. Knowledge of machines and tools.

Physical Demands

Requires considerable, frequent and strenuous physical exertion such as lifting heavy objects over 50 pounds and crouching or crawling in restricted areas. While performing the duties of this Job, the Team Member is regularly required to sit and talk or hear

Work Environment

Involves moderate risks or discomforts that require special safety precautions, e.g., working around moving parts or machines. Required to use protective clothing or gear, such as safety glasses, gloves, hearing protection or shields when applicable.

Complexity of Reasoning

Mathematical: Compute basic mathematical calculations.

Language: Read safety rules, instructions in the use and maintenance of shop tools and equipment, and methods and procedures in mechanical drawing and layout work. Write reports with proper format, punctuation, spelling, and grammar, using all parts of speech.

Reasoning: Apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form. (Examples of rational systems include internal combustion engines and electric wiring systems).

Skills and Abilities:

- perform routine maintenance on equipment and determining when and what kind of maintenance is needed using the appropriate tools
- use monitoring gauges, dials, or other indicators to make sure a machine is working properly
- managing one's own time
- understanding written sentences and paragraphs in work related documents
- understanding the implications of new information for both current and future problem-solving and decision-making
- considering the relative costs and benefits of potential actions to choose the most appropriate one.
- read and understand information and ideas presented in writing
- use coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects
- quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects
- listen to and understand information and ideas presented through spoken words and sentences
- communicate information and ideas in speaking so others will understand
- keep your hand and arm steady while moving your arm or while holding your arm and hand in one position
- concentrate on a task over a period without being distracted
- remember information such as words, numbers, pictures, and procedures

- apply general rules to specific problems to produce answers that make sense
- maintain up to one inch and metric equivalent of personal hand tool inventory
- ability to operate a computer