## POSITION DESCRIPTION

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| **Division:** | LTS Equipment |
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| **Position Title:** | LTS Equipment – Field Service Technician – Bendigo Region |
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| **Reporting to:** | Service Coordinator |
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| **Position Purpose:** | Service LTS Equipment’s obligations to both internal and external clients by carrying out service and repair duties to the highest possible standards and contributing to the overall profitability and safe operations of the business.  This position has 4 *success indicators:*   * *Provide high level operational support to the Service Coordinator position to facilitate an exceptional customer experience for LTS Equipment’s service clients* * *Provide high level technical service to both internal and external business stakeholders to facilitate an exceptional customer experience.* * *Provide administrative support to the Service Coordinator in preparation of Estimates for customers* * *Provide a knowledge and experience based contribution to the LTS Equipment WH&S system.* |
| **Date:** | August 2017 |

**This position description covers four key areas:**

* **KEY RESULT AREAS**
* **PERFORMANCE EXPECTATIONS**
* **BEHAVIOURS**

### **SKILLS REQUIRED**

**KEY RESULT AREAS**

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| **Key Result Areas (KRA’s)** | **Performance Expectations** |
| **Service Operations**   * *Provide high level operational support to the Service Coordinator position to facilitate an exceptional customer experience for LTS Equipment’s service clients.* | * Plan each job for maximum efficiency. * Immediately inform the Service Coordinator of additional parts required and order (where necessary) from Purchasing Department immediately. * Maintain a sound knowledge of all LTS Equipment products and services. * Advise Service Coordinator of time overruns on jobs.. * Request assistance from the Service Coordinator when diagnosis of problem jobs is required. * Complete Inspection Reports allocated to job. * Follow correct procedures when carrying out warranty work and ensure all warranty parts are tagged with the correct information and placed in warranty storage. * Be responsible for the care and use of all workshop tools and equipment and return to correct place after use. * Report breakage and damage to equipment when it occurs to allow swift replacement. * Correctly complete all works as per Standard Repair Times Guide. * Legibly complete all paperwork correctly with a cause/diagnosis for each job booked together with the repair work performed/required and or parts required/ordered to correct the customer complaint. * Ensure that all Job Orders are completed with workshop oils and supplies used, brake thickeners, damage report, tyre conditions, nuts/plugs tightened and further work required areas are completed and signed. * Maintain familiarity with and follow LTS Equipment procedures when obtaining or ordering parts. * Maintain familiarity with Technical Service Bulletins. |
| **Measure of Success** |
| * **Maximise productive time for Administration staff by following process** * **Maximise time available for carrying out technical duties (Chargeable hours)** * **Reduction in client queries due to internal miscommunication** |

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| **Key Result Areas (KRA’s)** | **Performance Expectations** |
| **Service Technical**   * *Provide high level technical service to both internal and external business stakeholders to facilitate an exceptional customer experience.* | * Carry out equipment repairs and/or maintenance as per the work order to the Manufacturer’s and LTS Equipment requirements. * Detecting and diagnosing faults in equipment, engines and parts * Diagnosis and identifying root causes of issues within allotted timeframe * Liaise with the customer during the job to maintain transparency and discuss variations to estimate in regards to additional works to be carried out or quoted per company procedure. * Dismantling equipment and removing engine assemblies, transmissions, steering mechanisms and other components, and checking parts * Repairing and replacing worn and defective parts and reassembling mechanical components, and referring to service manuals as needed * Performing scheduled maintenance services, such as oil changes, lubrications and engine tune-ups, to achieve smoother running of vehicles and ensure compliance with pollution regulations * Reassembling equipment, engines and parts after being repaired * Testing and adjusting mechanical parts after being repaired for proper performance * Diagnosing and testing parts with the assistance of computers * May tag out plant that is deemed dangerous, following LTS Equipment procedure * Clean, QA and present finished job back to the customer in excess of customer expectations. * Identifying and communicating further sales and/or revenue generation opportunities for LTS Equipment |
| **Measure of Success** |
| * **Reduction in downtime during peak work hours due to prolonged diagnosis time** * **Maximise productive customer experience by identifying root causes of issues early** * **Enhancing the organisations reputation in the marketplace** |

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| **Key Result Areas (KRA’s)** | **Performance Expectations** |
| **Service Administration**   * *Provide administrative support to the Service Coordinator in preparation of Estimates for customers* | * Complete WorkSheets as per company policy and work flow * Follow Estimates Process as per company policy and work flow * Assist the Service Coordnator in Estimating transport (if required), labour time and parts required for general service estimates and repairs. |
| **Measure of Success** |
| * **Maximise productive service sales opportunities for Service Coordinator** * **Reduction in customer queries on job outcomes** |

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| **Key Result Areas (KRA’s)** | **Performance Expectations** |
| **Work Health and Safety**   * *Provide a knowledge and experience based contribution to the LTS Equipment WH&S system.* | * Attend Branch Toolbox meetings and contribute with any relevant ideas and issues * Be pro active during Toolbox meetings with suggestions for additional training and tooling needs for the Workshops and vehicles. * Contribute to the WH&S System through involvement in developing SWMS for processes * When working off site, follow customers induction procedures, paperwork requirements and WH&S systems as well as those of LTS Equipment |
| **Measure of Success** |
| * **Create safer work environments** * **Reducing injuries and injury-related costs** * **Meeting legal requirements** |

**SKILLS REQUIRED**

* Trade Certificates and qualifications
* Forklift, plant, commercial cleaning and associated equipment repair, maintenance and servicing skills
* Technical fault finding and problem solving skills
* Product Knowledge (LTS Equipment product range)
* Exceptional Mechanical aptitude
* Industry Knowledge
* Planning and time management skills
* Strict WHS standards.
* Good communication skills
* Ability to follow operating procedures
* Australian Motor Vehicle Licence

**CORE BEHAVIOURS**

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| **1. Focuses on Clients** | Has highly productive relationships with all clients by ensuring that meeting customer needs is a primary focus of actions and decisions. |
| **2. "Can Do" Mentality** | Displays excellent tenacity and initiative in responding to situations in a flexible and positive way. |
| **3. Teamwork** | Is clearly committed to the team and contributes in a positive way to the team at all times. |
| **4. Creativity** | Always looks for alternatives in reaching planned outcomes. Instinctively thinks laterally to find fresh ideas and approaches. |
| **5. Interpersonal Communication** | Places high importance on communication and ensures wherever possible that interactions with others are a positive experience for both parties. |
| **6. Builds Business Relationships** | Successfully builds and maintains relationships with people outside their immediate team that leads to the achievement of mutual goals. |
| **7. Committed to Quality** | All work is thoroughly checked. Quality and excellence is highly valued as is a commitment to continuous improvement. |
| **8. Individual Performance** | Always strives to achieve optimal performance in everything they undertake by seeking regular feedback and valuing their own development. |