

w.w.Cannon, Inc.

Design. Layout. Build. Install.

800-442-3061

www.wwcannon.com

JOB DESCRIPTION FOR SERVICE TECHNICIAN

REPORTS TO: Service Manager

BASIC FUNCTIONS: Provides in shop and field repair service to internal and external customers as needed. Under general supervision of the Service Manager, the Service Technician will complete repairs as needed on most equipment sold under our product line. These items include but are not limited to pallet trucks, dock levelers, elevator lifts, cranes, service vehicles, and general facilities.

PRIMARY RESPONSIBILITIES:

1. Provide repair and maintenance services for customers on site as directed by dispatch/Service Manager. Focus should be on promptness, courtesy, ability to work quickly and with a high level of accuracy and dependability. Work with Service Manager to assess the parts or supplies needed to repair the equipment.
2. Always start the project by completing the Pre-Task Safety Form on the tablet. The work area should always be left clean and neat and the customer should always be properly communicated with as to the status of the job before the technician leaves the job. Ensure the customer is satisfied and the electronic Service Repair Order has a customer signature before leaving and is electronically sent to the office staff and Post Installation Checklist is completed. Always ask if there is anything else you can do before leaving.
3. Ensure marketing stickers are placed on all equipment serviced and electronic Post Installation/Service Checklist is completed.
4. Always focus on safe working practices as outlined in our Safety Manual. Ensure all required PPE is worn and/or used on service projects.
5. Provide repair and maintenance services on company property as directed by dispatch/Service Manager. Focus should be on promptness, courtesy, ability to work quickly and with a high level of accuracy and dependability.

6. Assist in the maintenance and repair of facilities as needed.
7. Maintain service truck in good serviceable working condition at all times and properly secured while in possession of the technician after normal working hours.
8. Maintain an adequate tool inventory in good working condition at all times. Some tools, provided by W. W. Cannon that are specific to our industry should be appropriately secured and maintained in good, serviceable working condition.
9. Maintain shop area in a neat, clean, organized condition with emphasis on efficiency and to maximize tool life, equipment life, and profitability.
10. Demonstrate outstanding customer service skills and represent the company in a professional, positive manner at all times.
11. Strive to increase business and product knowledge specific to W. W. Cannon and the industry through company-sponsored training and self-help.
12. Assist other technicians as required and provide guidance to entry level or new employees.

QUALIFICATIONS REQUIRED:

1. Three to five years of experience in an industrial maintenance environment with hands on mechanical background.
2. Electrical, welding, hydraulic, troubleshooting, diagnostics, experience preferred.
3. Must be familiar with and capable of operating shop and hand tools.
4. Ability to work independently with little or no supervision.
5. High School diploma or high school equivalent.
6. Drug and alcohol free.

