

Service & Repair

Reports to:
Store Manager

Job ID: 610102

Entity:
PaulB LLC

Job Classification:
Labors and Helpers

Summary and Objective:

This position will provide quality repair & service of various types of equipment, along with polite, prompt, and professional customer service within the values and mission of Paul B. Zimmerman Inc.

Essential Functions:

- Repair, build, and/or service various types of equipment, including, but not limited to the following:
 - o Small engines & feed carts
 - o Power tools
 - o Hydraulic hoses
 - o PTO assemblies
 - o Sharpen chainsaw chains
 - o Rental equipment
 - o Change tires
- Communicate with the customer on project progress and target deadlines
- Purchase service/repair parts and shop consumables as needed
- Maintain a clean and organized repair shop
- Provide technical advice and assistance to the Parts Department team
- Keep detailed customer records and repair logs
- Develop a knowledge of store layout & merchandise
- Assist co-workers at the parts counter and other service responsibilities as needed

Characteristics and Competencies:

- Mechanical skills
- Basic welding ability
- Analytical skills
- People skills & phone skills
- Basic computer skills
- Organizational skills
- Good time-management skills, able to handle multiple projects simultaneously
- Self-motivated, team player, prompt

Required Education and Experience:

- Basic computer skills
- Basic to moderate electrical experience when it comes to motors, power tools or other equipment

Preferred Education and Experience:

- High school diploma or GED-equivalent
- Retail customer service experience
- Small engine repair experience
- Repair shop experience

Work Environment:

This job operates in a repair shop environment. This role routinely uses hand tools, power tools, forklifts, torches, welders, parts washers and cleaners, and various personal protective equipment such as eye, ear, hand protection.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to: stand for extended periods of time; sit on a stool (as needed), heaving lifting; twisting and turning, repetitive motions; speaking, listening, and seeing; walking; use eyes, hands, finger, or feet; and reaching with hands and arms, and so forth.

Travel:

Very little travel is expected for this position.

Other Duties:

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Essential functions and duties may change at any time.

Employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee's Signature: _____ Date _____