



POSITION: Service Technician

REPORTS TO: Workshop Manager &/or Servicing Department Leading Hand

AWARD: Federal Vehicle Industry Repair, Service & Retail Award 2010  
Long Service Leave Award 2010

EMPLOYMENT  
STATUS: Permanent - Full Time

### **JOB SUMMARY:**

Responsible to the Workshop Manager/Servicing Department Leading Hand under supervision for the general servicing requirements & routine maintenance requirements of heavy vehicles including trucks, buses, earthmoving & agricultural machinery and all documentation associated with it. May also be required to assist technicians to perform mechanical duties, brake & suspension overhauls & repairs.

### **KEY DUTIES AND RESPONSIBILITIES:**

The key duties and responsibilities of this role include, but are not limited to:

- Perform general servicing as per company service schedules.
- Use diagnostic tools to retrieve engine downloads.
- Take oil samples & prepare for analysis.
- Assist qualified technicians to perform mechanical duties as required; overhaul, repair, tune, general servicing of truck & trailers, brake overhauls, replacement of bearings & seals, suspension repairs, wheel alignments, tyre fitments and engineering, etc.
- Communicate diagnostic results with Leading Hand &/or Workshop Manager.
- Communicates with workshop manager & leading hand about parts ordered, parts required.

### **Maintenance of Plant & Equipment:**

- Maintain a clean & tidy work area by replacing tools into allocated storage & cleaning the work area at the completion of each job.
- Keep pit areas clean & tidy.
- Comply with procedures related to the use of shared facilities eg. staff room, toilets, motor vehicles etc.

### **Record Keeping:**

- Clock on/off jobs cards using the company computer system.
- Check daily times at the end of each shift to ensure they are correct – forward corrections to the Service Admin team.
- Complete Repair Order by writing up description of every job you carry out, describing what repairs were done, including any consumables used. Justify the time spent on the job.

### **Training:**

- Attend training as required.
- Ensure all theory work is done to the very best of your ability and completed according to timelines.

- Consult with your Trainer/Supervisor re any problems.
- Undertake self development activities

### **Staff Relationships:**

- Liaise regularly with Workshop Leading Hand or Workshop Manager regarding suggestions to problems related to workshop functioning.
- Liaise with Workshop Manager regarding workshop requirements.
- Contribute to internal committees (ie First Aid, Fire Warden, OH&S, etc) – if applicable.

### **Maintain a Professional Standard:**

- Participate in at least one day of training per year related to the work area.
- Participate in an annual feedback forum and other quality control activities.
- Follow company policies and procedures and maintain confidentiality.
- Attend meetings as required.
- Constantly evaluate individual performance to ensure maintenance of a satisfactory standard in all areas of work.
- Treat all people with the utmost respect, work ethically & with integrity.
- Identify and resolve problems in a timely manner and develop alternative solutions.

### **Customer Service:**

- Meet internal & external customer requirements for product quality, specification & delivery.
- Respond promptly to requests for service and assistance both internally and externally.

### **Occupational Health, Safety & Welfare:**

- Work in a safe manner, ensuring all safe work procedures & company policies are adhered to at all times to maintain your own health & safety and a duty of care to others.
- Do not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare.
- Immediately report any hazards or unsafe practices to the Workshop Manager or Work Health & Safety Co-ordinator.
- Wear PPE when required.
- Attend OH&S meetings as required.

### **QUALIFICATIONS AND EXPERIENCE:**

- No formal qualifications required.
- Current Driver's License.

### **ESSENTIAL PERSONAL ATTRIBUTES:**

- Mechanical Aptitude
- Good literacy, numeracy & verbal communication skills
- Good organisational skills
- Good at mathematics.
- Must be punctual, reliable & self motivated
- Keen desire to learn with an ability to work autonomously as well as being an integral part of an efficient team
- Ability to prioritise & plan work activities, complete tasks accurately and on time or arrange an alternate plan.
- Able to cope with the physical demands of the job.
- Willingness to support & demonstrate Tatiara Truck & Trailers core values
- Neat & tidy appearance
- Availability to work rostered Saturday morning shifts

I agree to all my duties & responsibilities set out in this Job Description.

**OTHER POLICIES**

Employees are encouraged to read this policy in conjunction with other relevant Company policies, including:

- Code of Conduct
- Work Health & Safety Policy

**COMMERCIAL-IN-CONFIDENCE**

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| Document ID  |                | Document Title | Job Description - Service Technician |
| Release date | 31 August 2021 | Review Date    | 31 August 2023                       |