



WAGNER EQUIPMENT CO. Job Description

JOB TITLE: Resident Field Service
DEPARTMENT: Field Service
REPORTS TO: Field Service or Branch Manager

Job Code: 246

Full Time **Supervisory** **Exempt**
Part Time **Non-Supervisory** **Non-exempt**

POSITION SUMMARY

Working from their home, the Resident Field Service technician works with no direct supervision in diagnosing, troubleshooting and repairing heavy equipment at the customer's site.

Direct Reports: None

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Administrative:

- Maintains truck and crane inspection logs on a daily basis
- Completes Cat service reports daily that are legible, have proper grammar and sentence structure, and the appropriate SIMS code
- Transmits photos, timecards, service reports, and other information through e-mail
- Maintains good customer records on jobs that have been assigned
- Maintains credit card receipts for accounting purposes

Organizational:

- Works with the Service Department, Product Support Representatives, and Sales Department to meet all of the customer's needs

Interpersonal:

- Communicates with customers on the diagnosis and status of repairs, parts and other concerns
- Teaches and coaches other technicians in the field

Sales:

- Promotes Wagner Equipment Co. to customers

Technical:

- Accurately troubleshoots and repairs Cat equipment the first time.
- Reads, understands and applies electrical and hydraulic schematics to repair work
- Safely rigs or hooks components for lifting
- Removes, repairs, and installs major components in varying configurations of equipment
- Maintains tooling in good working order as per MSHA and OSHA regulations
- Makes determinations in the field on warranty repair and guidelines, communicating decisions to customer and dispatcher
- Maintains service vehicle in safe and good repair

Supervisory: NA

ESSENTIAL JOB REQUIREMENTS

Minimum Education Required: High school diploma or GED and relevant Cat accredited courses

Minimum Experience Required: Five + years minimum experience servicing heavy equipment

Experience Defined: Basic (1-3 yrs) Intermediate (3 – 5 yrs) Advanced (5+ yrs)

Administrative / Clerical Experience - Basic
Customer Service Experience - Intermediate
Sales Experience - Intermediate
Technical or Mechanical – Advanced
(Machine Service/Maint)

Certificates, Licenses and Registrations Required: DOT Health Card, Class D Driver's License and MSHA license

Required Skills and Competencies

Data Entry	Organizational Skills
Telephone Skills	Communication Skills
Safety Knowledge	Math Skills
Reading / Writing Skills	Product Knowledge
Reasoning Skills	

Other:

Ability to work independently with little or no direction
Well-rounded knowledge of Cat equipment

Computer Skills

Microsoft Word - Basic
DBS - Intermediate
ET / SIS /
SIS Web / STW - Intermediate

ADDITIONAL INFORMATION

Working Conditions

Noise	Quiet <input type="checkbox"/>	Moderate <input type="checkbox"/>	Loud <input checked="" type="checkbox"/>
Environment	Indoors <input type="checkbox"/>	Outdoors <input type="checkbox"/>	Both <input checked="" type="checkbox"/>

Physical Requirements (Checked requirements indicate **more than 1/3 of the time spent on the job**)

Standing	<input checked="" type="checkbox"/>	Sitting	<input checked="" type="checkbox"/>	
Walking	<input checked="" type="checkbox"/>	Use of Hands	<input checked="" type="checkbox"/>	
Talking	<input checked="" type="checkbox"/>	Hearing	<input checked="" type="checkbox"/>	
Weight / Lifting	None <input type="checkbox"/>	1–25 lbs <input type="checkbox"/>	26–50 lbs <input type="checkbox"/>	More than 50 lbs <input checked="" type="checkbox"/>

Travel Requirements:

None 1-25% 25-50% 50-75% 75-100%

Other relevant information you want included in this job description:

Must be willing to work out of town for extended periods of time.

Limitations and Disclaimer

This job description is intended to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. Wagner Equipment Co. will reasonably accommodate individuals with disabilities.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.