



WAGNER RENTS Job Description

JOB TITLE: Mechanic, Field Service
DEPARTMENT: Wagner Rents – Product Support
REPORTS TO: Shop Coordinator

Job Code:

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

POSITION SUMMARY

A field service mechanic is responsible for equipment repairs and scheduled maintenance in the field on rental and customer-owned machines. With minimal supervision, the field service mechanic diagnoses customer breakdowns and performs timely repairs. This position may be asked to perform duties at any hour of the day or any day of the week. Flexibility and in-depth product knowledge are necessary for this position.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Administrative

- Understand the work order system and help others learn to use this system.
- Prepare service reports accurately and on a timely basis
- Documents the 4 C’s (Complaint, Cause, Correction, Complication) on work orders.
- Promote a professional image by ensuring a clean personal appearance and well-kept, correctly maintained, company service vehicle.

Organizational

- Apply 5S (Sort, Set in Order, Sweep, Standardize and Sustain) principles following every job including the service vehicle.

Interpersonal

- Work effectively with others in the shop and help build a strong teamwork environment. Assisting with the mentoring of Level 1 and Level 2, mechanics can help promote this desired work team.

Sales

- NA

Technical

- Engage in required safety practices at all times
- Troubleshoots and repairs equipment when the knowledge needed exceeds the skill level of other mechanics
- Repairs equipment during all weather conditions, as needed.
- Read and understand the manufacturers’ Operation and Maintenance Manual per machine type and comply with its contents.
- Ensure all operating controls and functions are in compliance with Manufacturers’ specifications.
- Inspect rental machines for customer damage and notify the Shop Coordinator regarding any specific damage found.
- Diagnose system failures to determine root cause
- Remove and reinstall failed assemblies, components and parts as needed.
- Determine reusability of parts in accordance with reusability guidelines.
- Service and maintain equipment sold by company

- Test, measure and adjust machine systems and components within tolerances of manufacturer's specifications.
- Attends training as requested.
- Keep up to date with developments in tooling, technologies and systems.
- Assist customers w/technical questions (by phone or in person)
- Practices courteous and safe driving habits in all traffic and weather conditions and complies with all traffic laws.

Supervisory

- Since this position has no supervisory responsibility the field service mechanic is expected to assume a leadership role in making sound decisions as they relate to safe practices, high standards of quality repairs, professional customer care and profitability to the company.

ESSENTIAL JOB REQUIREMENTS

Minimum Education Required High School Diploma or GED

Minimum Experience Required Administrative / Clerical Experience – Intermediate level
 Customer Service Experience – Advanced level
 *Technical / Mechanical Experience – Advanced level (7 5 yrs heavy equipment, engine or mechanic repair experience)
 * Intermediate tools required

Certificates, Licenses and Registrations Required Valid driver's license

Required Skills and Competencies

Organizational Skills	Intermediate Math Skills
Communication Skills	Intermediate Reading / Writing Skills
Safety Knowledge	Understanding of diagrams and schematics - Advanced level
	Intermediate Diagnostic Aptitude

Preferred Skills and Competencies

Post high school education – Graduation from a technical school with emphasis on diesel engine preferred
 Intermediate Level Reasoning Skills (Defines problems, collect data, draws conclusions)
 Product Knowledge – Advanced level

Computer Skills Windows / Internet – Basic Knowledge
 Wynne System – Broad knowledge of work order system
 ET / SIS / STW

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"/>

Specific Risks: Works with moving, mechanical parts; may work during inclement weather and provides after hours on-call service (24/7).

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 1–25 lbs 26–50 lbs More than 50 lbs

Travel Requirements:

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

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.