

Kibble EQUIPMENT JOB DESCRIPTION

Job Title: Service Technician-Turf
Department: Service
Reports To: Service Manager
FLSA Status: Non-Exempt
Supervises: N/A

Summary:

Sets-up & maintains L&G equipment and small engines. Involves working on a variety of equipment from chainsaws to compact tractors specializing in John Deere. Consistently exhibits Kibble Equipment Company's core values of Commitment, Passion, Progressiveness, Integrity, and Value Delivery.

Essential Job Functions:

1. Provides set-up and repair of John Deere lawn and garden equipment
2. Diagnoses and repairs small engines/equipment as needed
3. Reviews and explains any maintenance, repair or other service concerns directly with the customer and documents on work order
4. Participates in Service EDUCATE Training programs required for the development of skills and knowledge
5. Maintains current knowledge of John Deere and competitive products
6. Maintains condition of inventory, tools and equipment
7. Follows all safety rules and regulations in performing work assignments
8. Completes all reports and forms required in conjunction with work assignments
10. Accounts for all time and material used in performing assigned duties
11. Interacts in a positive and respectful manner with customers and fellow employees
12. Performs other duties as assigned

Skills and Qualifications:

1. Basic knowledge of small engines, electrical, fuel and hydraulic systems
2. Good diagnostic and problem solving skills
3. Outstanding interpersonal and customer service skills
4. Ability to perform basic repairs and required maintenance using special tools and equipment following Technical Manual procedures
5. Proficient knowledge of mechanical, electrical and hydraulic systems used in the repair of turf equipment and small engines
6. Ability to use Service Advisor, Microsoft Office applications, and basic computer functions
7. Ability to lift at least 75 lbs. repeatedly
8. Basic Service Technician certification preferred
9. High School Diploma or equivalent experience required; Associates degree preferred
10. Ability to work Saturdays/extended day hours as needed

This job description is not intended to be all inclusive and employee will also perform other reasonable related business duties as assigned by immediate supervisor or other management as required. Kibble Equipment reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.