



NAME: XXXX

JOB DESCRIPTION: Agricultural Service Technician

RESPONSIBLE TO: XXXXX - Service Manager
XXXXX- Branch Manager

HOURS OF WORK: Monday to Friday, 8am – 5pm (1 hour lunch)
Saturdays and overtime as required

OVERVIEW OF ROLE:

- Repair, recondition, assemble and service equipment as assigned by the Service Manager.
- Repair or recondition customer equipment in good time, recording machine serial numbers and service hour meter reading and obtain customer signature on all job cards.
- Carry out pre delivery checks on new equipment as directed per pre-delivery checklist. Put cardboard or covering materials on steps and floors, taking care not to damage the paintwork on panels.
- Assemble new equipment taking care not to damage panels, paint work etc.
- Agricultural field servicing and repairs.

- **Tasks:**
 - detecting and diagnosing mechanical and electrical faults in engines and parts
 - dismantling and removing engine assemblies, transmissions, steering mechanisms and other components, and checking parts
 - repairing and replacing worn and defective parts and reassembling mechanical components, and referring to service manuals as needed
 - performing scheduled maintenance services, such as oil changes, lubrications and engine tune-ups, to achieve smoother running of vehicles and ensure compliance with pollution regulations
 - reassembling engines and parts after being repaired
 - testing and adjusting mechanical parts after being repaired for proper performance
 - diagnosing and testing parts with the assistance of computers
 - may inspect vehicles and issue roadworthiness certificates or detail work required to achieve roadworthiness
 - respond to vehicle breakdown service calls and travel to farm property when directed by the Service Manager.
 - Supervise, when directed, the work of apprentices.
 - Order any parts required for workshop jobs from Spare Parts and inform the Service Manager of any back-ordered parts or problems with parts supply.
 - Comply with all work procedures, from time to time, as designed by the Service Manager, or persons nominated by him.
 - Be responsible for the care and condition of the Service Reference Library materials. Return books to their correct location in the library – do not leave them lying on benches, tables etc.

- Clock all times spent on jobs, aiming to clock 100% of your time. Make a detailed note on rear of the card of works done.
- Help control expenses and produce as much quality work as possible.
- Credit Return any parts unused from a job, to Spare Parts as soon as the job is completed.
- When a job is completed, write a detailed report on the rear of the job card especially noting Part Numbers of main failed parts – **IMPORTANT FOR WARRANTY** – Discuss the job with the Service Manager then put the job card in the "Completed" file in the service office.
- Any parts, removed from a machine must be marked with the job number of the customer name, eg header fronts.
- Give special attention to repeat repairs or comebacks to correct problems and avoid future shop comebacks and unnecessary expenses. Maintain nil reworks/policy claims.
- Always work safely. Block up machines. **DO NOT RELY** on hydraulics to keep a machine supported.
- Always inform the Service Manager when bulk oil drums, Oxy bottles are empty or nearly empty. Report any shortages of nuts, hardware, electrical wire etc. **DO NOT RELY ON SOMEONE ELSE TO DO IT.**
- Warranty parts are to be labelled with the Job Number, owner, model, serial number and hour meter reading and then put into the Warranty Section.
- Test machines outside whenever possible, so as not to annoy fellow workers and pollute the workshop with exhaust gases.
- Sundry items ie nuts, bolts, terminal, cable ties and bulk oils must be booked out when the job is finished.
- Before a repair commences, wash around the area for repair and give the machine a quick wash. Clean machine again after repair to remove fingers marks, oil etc, which has appeared on machine whilst the repair has to be taking place, clean knobs, steering wheel, windows and floor in cabin.
- Ensure a safe working area is maintained
- Supply own hand tools in a neat and professional chest.
- Do not leave keys in machines outside. Remove trade plates from machines and return to the correct location.
- Periodically review product bulletins.
- Stay current with technical changes, continuing your education by attending factory service schools.
- Participate in, and promote, special programs, such as sales of service packages, demonstration programs etc.
- Keep Company vehicles clean and serviced.
- Attend Company functions and meetings, visiting with Customers.
- Treat customers and co-workers in a friendly courteous manner. Represent Boekeman Machinery as a professional Service Technician at all times.
- Avoid allowing personal affairs to interfere with daily professional activities.
- Any other duty or responsibility as requested by the Branch Manager or Service Manager.
- Conform to all guidelines and conditions in company policy and procedures manual.
- Always follow all safe work instructions, practices and procedures.

Signed:

.....

XXXXXX
Service Technician

.....

XXXXXX
Service Manager

Date: