



## **Duty Statement: Power Equipment Technician**

**Overview:** Service and maintain a wide range of customer's outdoor power equipment and BRural equipment and vehicles.

### **Reports To:**

- Service Manager

### **Key Relationships:**

- BRural Customers
- Workshop and Field Staff
- Sales Staff
- Administrative Staff
- Supplier Representatives

### **Duties**

#### **Technical:**

- Repairs to garden and farm power equipment in workshop and on-site as required.
- Cleaning of customer equipment as required.
- Tag & record customer equipment on entry to workshop.
- Maintain a neat and organised workshop with systems in place to ensure productivity and safety eg. maintenance of clear walkways and designated incoming and outgoing job area
- Assist in maintaining a safe workplace including use of PPE and safety equipment.
- Undertake periodic and emergency maintenance of BRural fleet vehicles and machinery.
- Perform electrical Test & Tag on all BRural electrical equipment.

#### **Administrative:**

- Assist in maintenance of spare parts inventory (for customers machinery and BRS equipment), and order materials for jobs on an as required basis.
- Adhere to workshop procedures for allocating time, booking in work and quality control.
- Delegate work to, and ensure productivity of casual labour/trade assistant.
- Maintain an up to date record of all service work performed on BRural vehicles and equipment.
- Undertake training as offered by BRural, relevant suppliers and industry training organisations.
- Assist in the preparation and updating of job cards and invoices for customers on computerised point of sale system.
- Maintain log of test & Tag on BRural electrical equipment.

**Personal development:**

- Undertake relevant training in trade skills.
- Work effectively with co-workers to ensure the entire teams learns and improves its skills and processes.
- Work with trade assistants to assist with their training.
- A high degree of professionalism in appearance and behaviour is to be displayed at all times.

**Safety:**

- Participate actively in all BRural/Simms Water WHS programs.
- Adhere to safe work method statements and safe work practices.
- Be able to identify potentially dangerous work place conditions and develop a risk assessment prior to undertaking work.
- Be able to minimise risk through the hierarchy of controls.
- Always use PPE where required, ensure service vehicle is equipped with all necessary PPE, including spare set for trade assistants.
- Communicate with Service Manager to ensure a rapid response if an accident occurs whilst working alone in the field.

**Competencies:**

- Minimum five years industry experience. Knowledge of Husqvarna, Briggs and Stratton and Greenfield products an advantage.
- Recognised industry training such as Briggs and Stratton Master Service Technician.
- Certificate III in Outdoor Power Equipment or equivalent.
- Mechanical trade's background.
- Sound understanding of and experience with repairs of diesel motors and associated control systems.
- Sound understanding of and experience with repairs of OPE transmissions.
- Drivers licence.
- Fork ticket and MR truck licence desirable.
- Computer literacy.

**Attributes:**

- Demonstrated technical ability with strong fault finding and diagnostic skills.
- (Candidates should substantiate claims of technical ability with proof of training and/or referees reports).
- Demonstrate pride in workmanship and work environment.
- Great customer relation skills with ability to communicate effectively with customers.
- Ability to work within a team.
- Ability to maintain productivity whilst unsupervised.
- Ability to recognise and effectively deal with workplace hazards.
- Willingness to go the extra mile to ensure work is completed on time and achieve customer satisfaction.



**Assessment Criteria:**

- % of hours billed.
- Charge out rate.
- Down time due to warranty on work performed.
- Levels of training achieved.
- Implementation of knowledge acquired through training.
- Customer relationships.
- Appearance.
- Maintenance of work place: cleanliness, efficiency and safety.
- Safety Record.
- Interaction with other staff and management.
- Reliability.
- Enthusiasm and initiative.
- Maintenance of BRural plant and equipment including keeping service logs.

**Conditions:**

- Salary by negotiation commensurate with experience.
- Superannuation in accordance with Australian Superannuation Guarantee obligations.
- 40 hours over 5 days per week. 8.30am-5pm.
- 3 month trial period.
- 12 month performance review.
- All relevant personal protective equipment.
- After successful trial period provision of work clothing and uniform.
- 4 weeks annual leave.
- 10 days accruing sick leave per annum not paid out on termination.
- Additional weekend work as required with associated penalty rates.
- Generous staff discounts on completion of probationary period.
- Ongoing training and skills development.
- All tools supplied.