**Vehicle/Equipment Repair Technician**

**DESCRIPTION OF WORK:**

Positions in this class perform semi-skilled and skilled small engine, automotive, heavy equipment and/or

marine mechanic work. Employees perform a wide range of progressively responsible tasks involving the service, inspection, repair, rebuild and diagnosis of a diverse number of mechanical systems for a variety of gasoline, diesel, and alternative powered engines/equipment. Work ranges from inspection and service to highly complex mechanical systems analysis using advanced diagnostic instruments and software; conducting parts/systems failure analysis; and the calibration, adjustment and operation of engine analyzers. Standard operational guidelines, shop safety procedures, vendor manuals and manufacturer publications and bulletins are normally established and employees apply technical knowledge and skills, occasionally modifying standard practice and procedures due to unusual situations. Employees must routinely determine materials, techniques and tools to accomplish work assignments. Work assignments vary in complexity depending on the type of mechanical system and ancillary components/equipment. Assignments are normally received in the form of written or verbal work orders, which usually indicate the general nature of the task or describe the nature of the problem. New or unusual assignments may be accompanied by more detailed instructions. Work is performed under general supervision and may be reviewed and inspected in progress or upon completion.

**EXAMPLES OF COMPETENCIES:**

**CONTRIBUTING:**

- **Knowledge - Technical:** Performs a variety of recurring and related tasks using steps and processes that are readily understood and that are associated with less complex systems and components. Examples: inspects and replaces

brake pads and shoes; replaces regulator, alternator, belts.

- **Safety and Health Compliance:** Performs tasks safely to avoid danger to self or co-workers; identifies and informs supervisor of potential shop safety problems; uses appropriate protective equipment in a safe manner.

- **Problem Solving:** Follows instructions or standard operating procedures for assigned tasks; asks for clarification of instructions as needed; performs routine or repetitious tasks completely and accurately; checks work for mistakes prior to review; compares finished work to what is expected.

- **Customer Service:** Responds to customer needs within established parameters; provides prompt, attentive service; listens carefully and checks for understanding of customer needs; demonstrates courteous actions and follows the organization’s established protocol for customer service.

**JOURNEY**

- **Knowledge - Technical:** Understands both standard and non-standard work processes. Performs a variety of recurring and non-recurring work that involves related or varying processes and that are associated with moderately complex systems. Analyzes and determines various courses of action. Examples: removes and replaces drums and rotors; repairs complex wiring problems and harnesses.

- **Safety and Health Compliance:** Identifies and resolves potential shop safety problems and unsafe work practices; shows co-workers safe ways to perform job tasks or use equipment; incorporates accident prevention and corrective measures in all activities; regularly assesses shop safety conditions.

- **Problem Solving:** Ensures non-routine, non- repetitious work meets industry service standards according to service manuals; checks and rechecks work prior to and after completion; seeks approval of supervisor or higher-level technician upon completion of assignment; uses appropriate record- keeping methods.

- **Customer Service:** Anticipates, identifies and understands customer’s service needs; effectively balances multiple priorities; checks with customers to ensure repair or solution meets needs; develops positive relationships with internal/external customers (i.e. vendors, distributors, other technicians).

**ADVANCED**

- **Knowledge - Technical:** Performs a number of widely varying and diverse assignments that require in-depth analysis and diagnostic work. Serves as a “technical expert” within the work unit and guides and coaches others. Demonstrates a thorough and extensive understanding of the most difficult and complex systems. Examples: diagnoses and overhauls complex brake systems; diagnoses electronic control system, overhauls alternator, repairs wiring/computer related problems.

- **Safety and Health Compliance:** Demonstrates commitment to provide safe working environment by leading by example; follows appropriate post- emergency procedures. Leads shop safety efforts and regularly communicates safety-related operational items.

- **Problem Solving:** Independently takes necessary actions to ensure that industry service standards and procedures are followed when handling multiple, complex assignments. Reads and interprets Original Equipment Manufacturer (OEM) manuals and uses diagnostic tools.

- **Customer Service:** Identifies trends that impact service delivery to groups or individual customers; makes recommendations to improve service delivery based on customer feedback; looks for ways to remove barriers to optimize service delivery.

**MINIMUM TRAINING AND EXPERIENCE:**

Graduation from high school or equivalent. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.

**SPECIAL NOTE**

This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be

applicable to all positions.

Degrees must be received from appropriately accredited institutions.