

# SERVICE A TECHNICIAN

## Job Purpose

Powersports Technician position provides value to the dealership by delivering quality diagnostic, preventative, and regular maintenance services to internal and external customers. This position-holder directly affects the customer experience through the quality and expediency of his or her work product that reflects directly on the dealership.

## Duties and Responsibilities

Primary duties and responsibilities, not limited to:

### *Customer Service*

- Maintains a neat and professional appearance.
- FFV "Fixed First Visit" Repair the customer unit correctly the first time.
- Assist all customers in need, regardless of the department (sales, service, or parts).
- Maintain a tidy workspace.
- Inform Service Writers of customer service opportunities.
- Enhances organization by accepting ownership for accomplishing new and different requests and exploring opportunities to add value.

### *Service Department*

- Diagnose and repair two and four-stroke engines.
- Remove and replace engine components as necessary on powersports vehicles
- Perform preventative and regular maintenance, according to manufacturer specifications.
- Inspect vehicles and identify additional recommended services.
- Prepare a list of required parts and labor times for each job.
- Safely and effectively operate the tire-changing machine.
- Explain diagnostic test results to Service Manager, and if necessary, the customer.
- Perform test rides and other tests.
- Follow all safety rules and guidelines, as determined by management.

### *Other Duties*

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

## Qualifications

- **Must be a team player!**
- Two years' experience as a motorcycle mechanic, or MMI graduate.
- Is knowledgeable of two and four-stroke engine operation, functionality, and components.
- Is familiar with general powersports products and vehicles.
- Can demonstrate good ability to learn and operate new computer systems.
- Ability to follow established policies and procedures, as defined by management.
- Able to effectively multi-task several job functions at once.

## Working Conditions

Warehouse environment that may require kneeling, bending, climbing, twisting, and lifting heavy objects.

Ability to stand for extended periods of time.

May be required to work more than 40 hours.

**Physical Requirements**

Ability to stand for extended periods of time

Ability to lift, pull, or push at least 50 pounds.

Routinely kneel-down and bend-over powersports vehicles.

Ability to safely operate powersports vehicles

**Direct Reports**

None