



“Our Customers Feed the World”

Job Description and Expectations – Service Technician

Target Responsibilities

- 1) Report each day on-time, prepared and ready to complete a full-day of work.
- 2) Follow the direction of the Service Manager and Shop Foreman in completing assigned work.
- 3) Consistently demonstrate accuracy and thoroughness, improve and promote quality and monitor own work to ensure quality.
- 4) Diagnose and repair all equipment that is assigned in a timely, safe and professional manner.
- 5) Ensure that all time and materials for each job have been accurately recorded so that invoices and the equipment can be returned to the owner in a timely manner.
- 6) Observe all safety and security procedures, immediately report any potentially unsafe conditions, and use equipment and materials properly.
- 7) Follow all company policies and rules.
- 8) Identify opportunities for training and updates in areas where you regularly work.
- 9) In a timely manner, successfully complete all prescribed training programs and updates.
- 10) Meet to exceed customer expectations on every job.
- 11) Establish and maintain positive working relationships with customers and fellow employees. Always treating others with professionalism and respect.
- 12) Professionally handle difficult customer situations, seeking advice from the Service Manager, Shop Foreman or general management when needed.
- 13) At all times maintain an orderly, clean and safe work area.
- 14) Assist other technicians in completing difficult work jobs.
- 15) Strive to achieve the highest individual and department recovery rates.
- 16) Do your part in creating a pleasant and positive work environment where every employee is contributing to the department and company's success.
- 17) Be quick to help others in the company when they need a hand or have a difficult problem to solve.

5565 State Route 37 East
Delaware, OH 43015
740.363.1341 ph 740.363.6968 fax
www.evolutionagllc.com

CASE II
AGRICULTURE