

### POSITION DESCRIPTION

#### SERVICE TECHNICIAN – MECHANICAL

#### **Job Objective:**

#### **Responsibilities:**

Service Technicians are responsible for the following areas within Cleveland Compressed Air Services.

- Provides preventive and corrective field mechanical service on gas compression, process and/or production equipment on site at client locations.
- Directs, coordinates, and assists with equipment repairs and maintenance both on site and at the workshop.
- Tests fabricated and assembled metal parts and fit those using precision measuring instruments.
- Demonstrates proficiency in accurately and efficiently diagnosing and repairing mechanical problems on multiple compressor systems to a standard expected by Cleveland Compressors and its customers.
- Responsible for submitting accurate maintenance reports, and other necessary paperwork to the Service Manager and Senior Management.
- Represents the company in a professional manner at all times whilst in company vehicles and working on client sites.
- Ensure that any work vehicle supplied is kept clean and serviceable.
- To portray the company image by ensuring dress and personal presentation is in line with Cleveland Compressors image.
- Is dedicated to customer service, and maintains professional working relationships with customers and co-workers.
- Positive promote Cleveland Compressors Air services and its products where ever possible.
- Maintain confidentiality on all issues relating to the organisation, clients and fellow employees.
- Must be able to work on a 24 hour call out basis and respond to calls in a timely manner.
- Responsibilities included but are not limited to this description and may require additional tasks being undertaken to ensure the smooth operation and development of Cleveland Compressors, Clients and Service technicians.
- Be responsible for achieving set K.P.I.s

#### **Skills/Requirements**

#### **Job Specifications:**

- Well conversant with servicing, troubleshooting & fault finding diesel and motor driven screw air compressors (oil free or oil injected, piston/screw compressors) as well as overhauling of compressor screw elements & diesel engines.
- Sound analytical and problem solving skills.
- Significant experience in engine, compressors mechanics, production equipment and gas compression equipment.
- Advanced knowledge of compressor packages including all component systems.
- A valid driver's license and a good driving record.
- Hardworking and can work independently or with minimum supervision.
- Self-driven, results oriented with a positive outlook towards job.

- Reliable, tolerant and determined and can work under pressure.
- A team player able to get along with others.
- Well verse in English communication both oral and written.
- Should be able to read electric/ pneumatic and hydraulic circuit diagrams, diagnosing and repairing.
- Knowledge of network piping for compressed air system.

#### **Education and Certification Required:**

- Certificate III or IV or at least 3 years of relevant experience.
- Read, write and speak English
- Willingness to learn about new products
- Keen to develop new skills

#### **Key Performance Indicators**

- Time keeping ready to start work 7:30 am
- Service vehicles left workshop by 7:50 am
- Achieve labour recovery of 85%
- Work safety to keep day's lost due to injury at zero
- Maintain clean safe work environment including work shop service vehicles and on customers sites
- Complete service reports in full with adequate information for service co-ordination
- To maintain level of work that ensures zero call back jobs

Cleveland Compressed Air Services