



1191 Capitol St Ne
Salem, Oregon 97301
PH: (503)-394-2615

Position Title: Service Technician

Position Purpose and Primary Objectives

A service technician is responsible for satisfactorily completing service calls.

- **Assess, repair and document roofing deficiencies, or report the nature of issues if they are not roofing deficiencies**
- **Communicate with customers in order to discern their roofing maintenance/repair/service needs**
- **Identify and propose additional services as needed**

Department: Service

Department Supervisor: Director of Operations

Direct Supervisor: Service Manager

Employment Status: **Status: Exempt (salaried)** or **Nonexempt (hourly)**

Specific Duties, Functions, and Responsibilities of the Job

- **Work with the service manager and other service technicians to diagnose and repair roof-related problems**
 - Be prepared to work on any repair job assigned by the service manager.
 - Be on time for all shifts – meaning, ready to go at the assigned time with all personal tools and PPE.
 - Document current conditions and future needs.
- **Ability to work safely and capably on all roof systems, listed below**
 - Abide by all safety requirements, including PPE, fall protection and others.
 - Demonstrate proficiency in roof system repair.
 - Complete documentation required to log and bill jobs.
- **Deliver excellent quality and customer satisfaction**
 - Perform work according to company standards.
 - As a representative of the company, exhibit professional and courteous behavior when interacting with members of the public.
- **Mentor and supervise less experienced crew**

Required Knowledge, Skills, and Abilities

Work Skills – Service technicians must exhibit technical skills necessary to work in service.

Roof system diagnosis and repair – Ability to diagnose and repair roof system problems safely and correctly

Language skills – Ability to read, analyze and interpret

- Written instructions
- Work-related documents
- OSHA regulations

- Professional journals

Oral Communication – Speak in a clear and professional manner

- Participate in meetings
- Demonstrate group presentation skills

Written Communication – Able to read and interpret written information; write legibly and informatively in a professional manner

Math – Ability to perform math calculations relevant to roofing work

- Add, subtract, multiply, divide in all units of measure, using whole numbers, common fractions, and decimals
- Basic algebra
- Draw and interpret bar graphs and pie charts
- Geometry
- Rates, ratios, proportions, and percentages

Technology – Ability to use computers, phones and other technology tools

- Word Processing software
- Spreadsheet software
- Database software

Roof system installation – Ability to teach others roof system installation skills

Safety and security – Identify, correct and report unsafe conditions according to company and OSHA standards; use equipment and materials properly and effectively

Quality – Knowledge to inspect and assure attention to detail and quality

- Apply feedback to improve performance
- Demonstrate accuracy, thoroughness and attention to detail
- Look for ways to improve and promote quality
- Monitor work to ensure quality

Productivity – Demonstrates the ability to meet and exceed productivity standards; works quickly and accurately

Cost consciousness – Understands budgeting and implications to jobs

- Develop and implement cost-saving measures
- Display orientation to profitability
- Work within approved budget

Data research – Collects data to the company's benefit

Management – Ability to track and influence measureable outcomes

Plans and specifications – Ability to read and understand architectural plans and specifications

Relational Interaction and Teamwork – Service technicians work in a team environment, typically with one other person.

Customer service – Develop relationships with customers; manage difficult or emotional customer situations; respond to requests for service and assistance

Problem solving – Able to understand complex problems and make decisions to benefit everyone as much as possible

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or graphic form
- Develop alternative solutions
- Display willingness to make decisions
- Focus on solving conflict, in a non blaming environment
- Gather and analyze information skillfully

- Identify and resolve problems in a timely manner
- Use reason even when dealing with emotional topics

Leadership, Management and Teamwork – Service technicians must be able to work well with others and within a company system.

Leadership – Motivates others to perform

- Exhibit confidence in self and others
- Make self available to crews, staff and customers
- Provide regular performance feedback

Management – Ability to juggle schedules, including anticipating weather and its effects; details; and outcomes

- Appropriately delegates work assignments
- Implement and execute discipline and incentive policies
- Include appropriate people in decision-making process
- Make timely decisions
- Set expectations and monitor delegated activities

Teamwork – Ability to work with others in order to accomplish goals

- Ability to build morale and group commitments to goals and objectives
- Balance team and individual responsibilities
- Exhibit objectivity and openness to others' views
- Share expertise with others
- Work well in group problem solving situations

Education and Experience

Essential (The following items are essential for applicants to possess.)

- (5) years of roofing production experience
- Ability to work 8- to 12-hour shifts, weekdays and weekends
- Driver's license
- English fluency
- OSHA 10-hour or 30-hour card

Preferred

- Bilingual (including English)
- Driver's license
- CDL
- OSHA 30-hour card
- Specialized training, such as, safety, manufacturer system training, specific equipment, computer programs, etc.

Necessary Tools

- Tool belt with nail pouch
- Shingle hatchet
- Chalk line
- Utility know with straight and hook blades
- 16-foot (or longer) tape measure
- Tin snips
- Pry bar

- Air Compressor
- Roofing Nail Gun
- Skill Saw
- Other

Physical Requirements

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

Activity	Never	Intermittently	Occasionally	Frequently	Constantly	Activity	Never	Intermittently	Occasionally	Frequently	Constantly
Bending					X	Lifting (lbs.)					
Kneeling					X	1-10					X
Twisting/turning					X	11-20					X
Crouching					X	21-50				X	
Crawling				X		51-75			X		
Walking on a level surface				X		76-100		X			
Walking on an uneven surface				X		Carrying (lbs.)					
Climbing stairs				X		1-10					X
Climbing ladders				X		11-20					X
Carrying ladders				X		21-50				X	
Reaching above				X		51-75			X		
Using arms					X	76-100		X			
Using wrists					X	Pushing (lbs.)					
Handling/fingering					X	1-10			X		
* Grasping					X	11-20			X		
* Squeezing					X	21-50			X		
Vision	Yes	No				51-75			X		
Close	X					76-100			X		
Distant	X					Pulling (lbs.)					
Color		X				1-10			X		
Peripheral	X					11-20			X		
Depth	X					21-50			X		
Endurance						51-75			X		
Repetitive Foot Motion				X		76-100			X		
Standing				X		Environment					
Walking				X		Inside				X	
Sitting		X				Outside					X
Keyboarding	X					Heat				X	
Tool Use						Cold				X	
Hand tools					X	Dust				X	
Power				X		Noise				X	
Drivers				X		Drive					
Forceful grip					X	Automatic					X
Metal brake				X		Standard					X
						Forklift					X