

## **MTD SERVICES INC: Service Technician**

**About Us:** MTD Services, Inc. is located in White Marsh, MD, serving the greater Baltimore-Washington area. The company's Service Division repairs and maintains equipment at automotive repair facilities, automotive dealerships, service stations, and various other commercial buildings.

**Job Title:** Service Technician

**Job Summary:** Maintain, inspect, troubleshoot, and repair all types of automotive shop equipment such as automotive lifts, air compressors, exhaust removal systems, air piping systems, wheel service equipment, lubrication equipment & lube systems, and more.

**Knowledge:** Applicant should have experience related to work described in job summary. Applicant will gain knowledge through "on-the-job learning" with regard to the specific equipment serviced by MTD. Otherwise, the applicant is to already possess a strong mechanical aptitude and general skills.

### **Tasks, Duties, and Responsibilities:**

- Repairs and maintenance on customer-owned equipment as scheduled
- Complete daily work as assigned
- Maintain shop service area in a neat and clean condition
- Ensure that work area at customer's place of business is left in an orderly fashion
- Use provided tools and equipment with care
- Provide your own personal tools for basic mechanic work
- Request parts from the appropriate department in writing
- Accurately record hours worked on each work order
- Accurately record hours worked using company-supplied cell phone and mandatory time-tracking GPS-enabled app
- Cheerfully greet and talk to customers both in person and over the phone
- Answer customers' questions about equipment and repairs
- Keep managers informed as to any potential customer problems or complaints
- Assist customers with information on how to operate and maintain equipment
- Assist other employees with technical knowledge
- Ensure that all paperwork is written clearly, completed thoroughly, and turned in promptly
- Maintain a good working relationship with coworkers and management
- Plan travel routes and navigate efficiently to and from job locations alone or with coworkers

### **Qualifications:**

- High School Diploma, G.E.D. or Equivalent
- Two to four years related experience and/or training
- Possess a valid driver's license in good standing
- Obtain a DOT medical card
- Pass a drug screen

**General Skills:** Includes but is not limited to the proper selection, safe and skilled use of the following:

- Hand tools (mechanic, carpentry, painters, etc.)
- Power tools (battery, electric, pneumatic)
- Measuring and testing instruments (tape measure, level, multi-meter, etc.)
- Ladders and scaffolding (step, extension, rolling, etc.)
- Small engine equipment (concrete saw, air compressor, etc.)

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**Operational Skills** with the following are desired:

- Forklift
- Scissor lift

**Language Skills:**

- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Write routine reports and correspondence
- Speak effectively to customers and coworkers clearly and legibly with minimal errors
- Speak clearly and effectively with customers, coworkers, and associates

**Mathematical Skills:**

- Understand and apply concepts of basic algebra and geometry.
- Correctly and precisely take and record accurate measurements.
- Correctly calculate figures and amounts such as percentages, area, circumference, and volume.

**Reasoning Skills:**

- Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Understand and effectively utilize a company-provided smartphone device with time tracking and email apps

**On-the-Job Learning:**

- During: You must have your own transportation to our shop. We provide transportation to and from all job sites.
- After: If you qualify as a service tech, you will be provided with a take-home company vehicle which is to be used for company business only. You may be called upon to answer emergency service calls after hours, weekends, and holidays.

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**We offer our employees a competitive salary and we are always looking for individuals with the talent and skills required to contribute to our continued growth and success.**

- Ample opportunities for overtime
- Paid vacation, holidays, and Sick & Safe Leave
- 401(k) with company match
- Company cell phone provided
- Medical, dental, and accident insurance available
- Starting pay is based on experience