

## Service Technician

### Job Description

The Service Technician shall be responsible for the Service Department and for Stock Control of products under his control, including batteries, tyres, parts and accessories. The Service Technician is answerable to the Area Manager.

The responsibilities include (but are not limited to):

1. **Repairs and Servicing:** Maintaining and servicing customer's scooters, liftchairs, stairlifts and other products as may time to time be required by the company. Making sure that all repair work is carried out to an acceptable standard. Ensuring that there are adequate spares, parts, consumables, etc to effect this task. Keeping a track of all tools and keeping the work area and store tidy and in order.
2. **Stock Control:** Keeping accurate records of all stock movements within the responsibility and control of the Service Department.
3. **Documents:** Completing all documents associated with the sale of any products or services from the Service Department, including job cards, invoicing, and recording such information that is necessary to keep in contact with each client for the purposes of servicing and maintaining their purchases.
4. **Reports:** Completing all weekly and monthly reports and sending same to the Area Manager at the prescribed time.
5. **Marketing:** Using all opportunities to market the company, including marketing the company's services and products, and distributing the company's marketing material when the opportunity arises. Liaising with the Area Manager in relation to any sales opportunities that may arise in the normal performance of duties.
6. Liaising with other staff on any matters that may effect the good running and reputation of the business, including dealing with complaints, and the servicing and repair of company vehicles.
7. When other staff are occupied and unavailable, answering the phone and directing the calls to the appropriate members of staff.
8. Representing the company to customers and stakeholders in a polite and acceptable manner.

In general, all members of staff are asked to contribute to the good reputation of the business and the harmonious relationships between staff members. This also entails keeping the workshop in a clean and presentable manner, and helping to ensure that the kitchen facilities are kept clean and tidy.

Scooters Australia is an equal opportunity employer and maintains a smoke free environment. Smoking inside either the buildings or vehicles is not permitted. We require all employees to refrain from smoking prior to visiting a client.