

JOB DESCRIPTION _ SERVICE TECHNICIAN

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Address: Unit 3 / 5 Oban Road, Ringwood
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Title of this position: Service Technician

Accountability: This position reports directly to the Director.

Company:

Aqua Wash Technologies provides, installs, repairs and services commercial dishwashers and glass washers to kitchens and bars of restaurants, clubs, hotels, motels, cafés, nursing homes, and special care accommodation.

We also provide and install automatic detergent dispensing units and supply detergent or chemicals required for these machines.

Where necessary we recondition motors in our workshop and do various workshop repairs.

ROLE STRUCTURE OPTIONS

For the right applicant the role can be structured to suit work life balance.

Employment can be as a sub-contractor or an Aquawash employee.

Options

Full time	Monday to Friday
Part Time 2, 3 or 4 days per week	Tuesday, Wednesday, Thursday and Friday
On call Saturdays	One in four on a rotating roster or more if desired Paid at high penalty rates with a stand by fee

The workday generally falls between 8.00am – 4.30pm, however as many of our clients are in the hospitality industry – some flexibility to set times is required.

For the right applicant, part time hours are available.

The aim of the position:

The aim of this role is to provide a challenging employment opportunity and to help grow Aqua Wash Technologies through providing:

- Quality technical repairs and service of commercial dishwashers/glasswashers.
- Quality installations of automatic detergent dispensing to commercial dishwashers.

Individual/Team role:

Primarily, the service technician works on their own directly with clients, whilst the majority of contact with administration staff is over the phone/email/ Navman. You will be required to attend “tool box” staff meetings for OH&S purposes. The attendance at the Ringwood workshop is minimal and limited to the collection of spare parts.

The atmosphere within the company is one of camaraderie and support. It is a small busy business where the right attitude is a must in order to benefit the whole company and its employees. A clear and open communication between management and staff is always encouraged. To ensure happy working conditions, all staff should think of themselves as part of a team.

Responsibilities of this position:

A service technician is responsible for:

- Attending to repairs and service requirements of a range of clients as outlined on a run sheet on simPRO software, accessed by iphone/ipad
- Maintaining their work van in a professional manner fully stocked, clean and well presented at all times.
- No smoking in company vehicles or on company premises or on clients' time.
- Ensuring that each client receives quality service and advice where they feel that they have dealt with a technician and a service company that are highly knowledgeable and whose aim is to solve the client's problem.
- Repairing, quoting and following up on all incomplete jobs.
- Presenting oneself with a courteous and friendly disposition
- Ensuring that every automatic detergent dispenser installation is of the highest standard, and to the client's (chemical company) and the end user's (venue operator) standards.
- Identifying and documenting any potential hazards and risks your service and repair will create for others under the Occupational Health & Safety Act 2004 onto a Job Safety Analysis (JSA) form.

Management Style:

The management style within the company is consultative and professional. All attempts are made to ensure all staff can operate at their best, whilst maintaining a culture of continuous improvement amongst management and staff.

The management style can best be described as nurturing, supportive, fair, and team oriented.

The owner of the business has many years of experience within the industry and manages from a position of knowledge and understanding whilst maintaining a fair and encouraging approach.

Main Duties of this position:

- Liaison with each client to establish rapport and to ascertain the possible fault on the equipment concerned
- Inspection of the faulty machinery
- Diagnosis of the fault/requirement for service
- Carrying out preventative maintenance schedules as required
- Providing an appropriate explanation and recommendation of repair options and gaining client's agreement
- Carrying out repairs/service to rectify the problem to and beyond the satisfaction of the client
- Recommendation of various maintenance options
- Keying simPRO service reports onto an ipad and recording all relevant information
- Reading machine diagrams and manuals to ascertain correct part identification.
- Preparing quotes and further recommendations for clients.
- Preparation of certificates of electrical safety
- Ensuring the client's accessories and detergent requirements are met
- Provide options on new or replacement machines if requested
- Leaving the site / work area in a clean and tidy manner
- Detergent dispenser installations (if applicable) are carried out with the requesting chemical company's installation and calibration protocols.

Most common practical tasks involved in this role are:

- Electrical fault finding on control and power circuits
- Testing, removal and replacement of electrical components such as fuses, switches, push buttons, micro switches, elements, thermostats, motor controls, relays, contractors, solenoids, mechanical timers, electronic timers, printed circuit boards, level switches and others
- Carrying out general service and preventative maintenance schedules
- Repairs to wiring looms and connections
- Testing of pump motors and removal if required
- Servicing ball valves in tanks and hose replacement
- Servicing solenoid valves with repair kits
- Repairing leaks on machine bodies, locating and repairing of water leaks
- Dismantling and rebuilding of water pumps and electric motors to change shaft seals, impellers, gaskets, motor bearings etc.
- Cleaning and repairs to wash and rinse arms, assemblies and components
- General repairs to machine cabinets and bodies
- Locating and rectifying problems relating to under performing machines
- Monitoring of water temperatures, pump motor current, detergent delivery rates, cycle operations and general machine operations and settings as per the manufacturer's specifications
- Installation, maintenance and calibration of automatic detergent and rinse aid dispensing units.
- Ensuring that the machine has received a thorough service/examination so that the need for a call-back is not necessary.
- Cleaning of internal and external stainless surfaces prior to departure.
- Testing and tagging of all 240 Vac "plug in" glass washers and dishwashers in accordance with AS/NZ 3760:2003 & AS/NZS 5762:2005.

Brands of machines that AWT service: - Washtech, Eswood, Norris, Hobart, Aquamatic, Comenda, Fagor, Sharpline, Palux, Winterhalter, Electrolux, Zanussi, Rhima, Jemi, Lamber, Meiko

Mandatory Qualifications:

- A service technician must possess a minimum requirement of a "D" Class qualification.
- Current Victorian driver's licence (or equivalent)
- Good driving record, the company does not pay for speeding or parking fines.

Mandatory Experience and skills:

- An ability to read a Melways map / training in satellite navigation equipment will be provided
- Very good verbal and literacy skills (English)
- Computer literate
- Previous experience working in a service capacity with clients / service industry
- A technical aptitude demonstrated through previous work experience
- Working knowledge of pumps
- Previous experience in mechanical fault finding
- Working knowledge of basic operations of electromechanical components and machinery
- Excellent time management skills
- Drive a manual vehicle

Mandatory Characteristics and competencies:

- Common sense approach to problem/conflict resolution
- Able to work un-supervised as well as in a team
- Friendly with a positive attitude
- Calm under pressure
- Able to interact with customers in a professional manner
- Flexible and open communication style
- Professional and neat presentation
- Eager for knowledge, innovative and likes to continually improve self- knowledge

AWT is a fully compliant to all Worksafe practices, undertaking regular OH&S audits to ensure the ongoing safety of all employees and clients. We take our duty of care seriously. We therefore expect the same from our service technicians.

This role requires a certain amount of physical movement. AWT may request a medical and/or muscular skeletal examination prior to the commencement of employment with AWT.