

Indmar Products Company, Inc.

JOB DESCRIPTION

JOB TITLE: OEM Service Technician

LOCATION: Clarkston, Washington

REPORTS TO: Location Manager

POSITION SUMMARY: This position performs needed maintenance and repairs of Indmar engines and provides technical support to OEMs and dealerships as needed. The Service Technician also provides detailed service reports, communicates with customer service, transports engines and parts and travels as needed.

DUTIES AND RESPONSIBILITIES:

1. Pre-delivery inspection and delivery of production engines on daily/weekly basis.
2. Support daily testing of production engines.
3. Assist in new product installation.
4. Troubleshoot and inspect customer's equipment by visual inspection, and by the use of testing and diagnostic equipment to determine root cause of concerns.
5. Remove, repair or replace components or parts on engines, hydraulic systems, electrical systems and fuel systems. Minor assembly as needed. Repairs must meet or exceed the expectations of the Field Service Supervisor and the customer.
6. Provide detailed and accurate reporting including service reports, field reports for travel repairs and weekly reports identifying production issues.
7. Provides technical support to dealerships and OEM's as needed.
8. Provide support at OEM camps and events.
9. Process transfers and enter warranty information using ERP system.
10. Communicate regularly with Customer Service department to relay customer concerns and troubleshooting needs.
11. Maintain warehouse facility.
12. Safe operation of a forklift to transport engines and engine parts.

13. Transport engine and engine parts and components as needed using company vehicle.

KNOWLEDGE AND SKILLS:

1. Strong mechanical background with the ability to diagnose, troubleshoot and repair engines.
2. Must have own tools.
3. Ability to read and understand parts books, service manuals and electrical and hydraulic schematics.
4. Technician should be able to safely rig or hook for lifting a part or component of an engine.
5. Strong problem-solving skills with the ability to think and work their way through difficult projects or problems.
6. Ability to communicate effectively, both verbally and through written communication.
7. Proficient computer skills with working knowledge of Microsoft Office. Experience with ERP system is desired.
8. Ability to safely operate a forklift. Must pass internal certification process.
9. Must be motivated with the ability to work effectively with little supervision and oversight.
10. Must have a valid driver's license and clean driving record. A motor vehicle report will be ran annually.

EDUCATION AND WORK EXPERIENCE:

1. High School graduate or GED.
2. Minimum of 3 years direct engine experience in a manufacturing or related environment.

ENVIRONMENTAL CONDITIONS: Very hands on. Noise from engines. Office and shop environment.

PHYSICAL EFFORT: Must be able to lift 50 pounds consistently.

SAFETY EQUIPMENT REQUIREMENTS: Safety glasses; hearing protection