

Job Description – Service Technician

POSITION:

Service Technician

QUALIFICATIONS

Education:

High School Diploma or Post High School Technical Certification (preferred)

Required Skills:

- General understanding of electrical, electronic and mechanical functions
- Good written & verbal communications skills
- Proficient in Microsoft Office
- Self-motivated, detailed oriented, organized, focused & ambitious
- Professional demeanor, team player, positive attitude
- Ability & willingness to travel throughout the U.S. performing service and training on the equipment (60% travel) - Passport required

RESPONSIBILITIES

- Test product to determine nature of problem
- Replace parts or adjust product
- Repair electrical & mechanical products at customer location & at plant
- Through positive customer interaction and technical knowledge efficiently solving the customer's problem, improve and enhance the Woodway brand and image
- Assist other Field Service Technicians & Service dealer network
- Assist in training and troubleshooting with qualified service providers in all major cities and regions including on-going training and development.
- Execute all service functions and related paperwork – warranty work orders, repair work orders, shipping products and information, and billing for all service related products/services
- Provide technical assistance to customers.
- Provide training to customers when on site
- Proactively Assist Production, Sales, Quality, and Engineering to improve products and processes.
- Make suggestions and implement ways to make Woodway Service a profit center for the company.
- Follow up with customer and document conversation to ensure the treadmill is repaired and the customer is satisfied for all service/complaint calls.
- Sell and schedule the preventive maintenance to Woodway owners where appropriate.

- Recommend, Sell and schedule upgrades and part replacement where appropriate to prevent field failures and improve department profitability.
- Assist with Creation and implementation for service bulletin ideas and on-going training for service providers to ensure quality and consistent repairs throughout the USA.
- Complete paperwork/ work order's and trip reports to allow timely completion of all reports for the service department to be turned into Woodway management on a weekly and monthly basis. (Woodway Service report, Non-Woodway service report, warranty parts repost and failure analysis, Parts incoming vs. parts outgoing)
- Assist and suggest improvements to develop and maintain an effective and up to date service manual and service bulletin procedure ensuring all repairs are supported by the most current procedure.
- Develop and maintain communication and training to enhance Woodway's reputation and brand image.

Perform all duties deemed necessary by manager

TRAINING REQUIRED:

- Quality policy/Objectives
- Quality Manual
- Company Handbook
- Owner's Manual
- Product Specifications
- Mechanical assembly
- Electronic assembly
- Electronic test and diagnostic process
- UPS
- Woodway service school-service school test
- Woodway company procedures:
 - WOD 05-01 Control of Documents
 - WOD 10-04 Customer Satisfaction
 - WOD 20-04 Corrective & Preventive Action
 - WOD 20-05 Inspect and Test
 - WOD 20-06 Control of Nonconforming Material
 - WOD 20-07 Calibration
 - WOD 42-01 Training
 - WOD 60-03 Customer Complaints & Returns
 - WOD 60-04 Repair Service
 - WOD 70-04 Product ID & Traceability
 - WOD 90-01 Preservation of Product