JOB DESCRIPTION

| **TITLE** | Service Technician Helper | | |
| --- | --- | --- | --- |
| **Reports To** | [insert title] | | |

**Job Purpose**

The Service Technician Helper supports the service technicians in the maintenance, repair, and installation of grease trap systems. This role is essential in facilitating the efficient execution of service tasks, ensuring tools and equipment are prepared and work areas are ready for the technicians.

The Service Technician Helper is a key player in enhancing the company's ability to deliver high-quality services to its customers.

**Duties and Responsibilities**

Responsibilities include, but are not limited to:

* Prepare and arrange tools, equipment, and materials for service tasks.
* Set-up and clean work areas before and after service activities.
* Assist in the loading and unloading of equipment and materials.
* Help in the maintenance, parts replacement, and repair of grease trap systems under the supervision of experienced technicians.
* Follow detailed instructions to assist in the installation of new systems or components.
* Observe and learn technical skills and procedures from service technicians.
* Coordinate with clients to understand their service needs and preferences.
* Assist in handling calls, answering inquiries, and other minimal clerical tasks as required.
* Ensure customer service areas are maintained and presentable.
* Follow safety regulations and company policies to maintain a safe work environment.
* Report any potential safety concerns or hazards to the supervisor immediately.
* Perform other related duties as assigned.

**Qualifications**

* On-the-job training is provided, no previous experience necessary.
* Strong interest in developing technical skills related to service maintenance and repair.
* Ability to work cooperatively in a team environment.
* Good communication skills for interacting with clients and team members.
* Physical ability to handle manual tasks including lifting, moving materials, and standing for extended periods.

**Core Competencies**

* Eagerness to learn and actively participate in on-the-job training.
* Basic understanding of tools and equipment used in maintenance and repair services.
* Strong attention to detail and ability to follow instructions accurately.
* Good organizational skills for managing tools, materials, and workspaces.
* Flexibility and adaptability to assist with various tasks as needed.

**Working Conditions**

* The standard work week for this position is [insert #] hours.
* Working hours are generally from [insert time] to [insert time].
* Overtime and hours worked outside of the standard work schedule may be required.
* Work schedules may include irregular hours, weekends, and holidays.
* The role is physically demanding and may require lifting (XX) pounds.
* May be exposed to varying weather conditions.
* May be exposed to hazardous machinery or equipment.
* The role includes frequent starts, stops, and periods of vehicle operation.