



Service Technician

Job Title: Service Technician
Department: Service
Supervisor: Service Manager
Location: 13850 N. Cave Creek Road, Phoenix, AZ 85022
www.buddystubshd.com

Summary Description

Performs quality repairs, customizes, maintains, and overhauls both customer and dealer owned motor vehicles as close to the allotted time schedule as possible with excellent quality. Continually improves skill level through training, minimizes repeat repairs, maintains productivity as close to 100% as possible and maintains clean facilities.

Key Results Areas:

- Service Department Operations
- Customer Service

Major Duties and Responsibilities:

Service Department Operations

- Provide prompt, dependable, **high quality**, vehicle service to (internal & external) customers.
- Practice good safety procedures
- Complete repair work within the scheduled or allotted time period whenever possible. Continually improve this "efficiency" skill.
- Maintain productivity (time spent working on billable jobs) as close to 100% as possible.
- Accept work assignments from Service Writer/Manager.
- Request parts for the job as early as possible when needs become known.
- Perform service, repair, and customization work in accordance to factory or Arizona Harley-Davidson specifications.
- Assist Service Writer, when requested, with writing up work orders, communicating with customers, test riding, or any other issue which will help ensure customer satisfaction.
- Follow designated test route.
- Notify Service Writer / Manager of additional work needed or any delays in expected completion as soon as they become known so that customer may be contacted and notified of the delay.
- After job is finished ensure proper completion and filing of paperwork.

- Keep work area as clean as possible and assist others with maintaining shop cleanliness.
- Maintain technical (Professional Harley-Davidson and other) qualification by completing any necessary training programs assigned to you by the Service Manager.
- Financially responsible for damage to internal/external motorcycles with managers discretion.

Customer Service

- Minimize comebacks and deal with them promptly and satisfactorily when they do occur.
- Report damages immediately to service manager or writer
- Keep customer vehicles as clean as possible.

Other Duties, As Assigned.

Certificate, Licenses, Registrations:

- Completion of a factory authorized formal training program or equivalent work experience.
- Current Motorcycle license.
- Completed PHD's (Professional Harley-Davidson Training).

Other Qualifications

- Able to read schematics, diagrams and manuals.
- Able to use and read measurement tools, such as digital technician (computer)
- Able to use various hand tools.

Job Requirements:

- Service Technicians need both basic and special tools to properly diagnose and service our products. All Service Technicians are required to own a set of tools.

Physical Demands:

- The noise level in the work environment is usually loud.
- Requires the use of both hands and legs.
- Frequently required to bend, stoop, crouch, reach, handle tools, and lift 40 lb. of material.
- Frequently requires the ability to balance, push and ride an 800⁺ lb. motorcycle.

Working Conditions:

- Frequently works near moving mechanical parts.
- Is potentially exposed to battery acid, gasoline, chemical cleaning materials or other toxic materials commonly found in a motor vehicle service department.
- Occasionally, exposed to exhaust fumes or other airborne particles.

Service Technician

<p>GENERAL TOOLS</p> <p>Screwdriver Sets Flat #1, 2, 3, 4 Phillips #1, 2, 3, 4 Posi-Drive #1, 2, 3, 4 Angle Driver (for carb adjust)</p> <p>Pliers Sets Common Vice Grip Needle Nose Sidecut Channel Lock Hose Clamp Crimpers Snap ring Small to Large (Straight 45 & 98 degree)</p> <p>1/4" Ratchet Set</p> <p>1/4" Extension Sets 2" to 6" Straight 1" to 8" Wobble</p> <p>1/4" T-handle</p> <p>1/4" Air Ratchet</p> <p>1/4" Drive Socket Sets 1/4" to 1 1/2" 6 & 12 point (shallow & deep) 1/4" to 1 1/2" 6 & 12 point (wobble socket)</p> <p>3/8" Ratchet Set</p> <p>3/8" Extension Sets 2" to 12" Straight 1" to 12" Wobble</p> <p>3/8" T-Handle</p> <p>3/8" Air Ratchet</p>	<p>3/8" Drive Socket Sets 3/8" to 3/4" 6 & 12 point (shallow & deep) 3/8" to 9/16" 6 & 12 point (wobble socket)</p> <p>Spark Plug Sockets 18mm & 13/16</p> <p>3/8" Drive Allen Sockets Straight & Ball Sockets (short & long) 3/16" to 3/8" Long 6mm</p> <p>Crows Foot Set 3/8" to 1 1/8"</p> <p>Torx driver bit set Up to & including # 40 & 45</p> <p>Torque Adapter Set 3/8 to 3/4</p> <p>1/2" Ratchet Set</p> <p>1/2" Extension Sets 2" to 12" Straight 1" to 12" Wobble</p> <p>1/2" T-handle</p> <p>1/2" Drive Socket Sets 3/8" to 1 1/2" 6 point shallow</p> <p>Hand Impact Driver & Bits</p> <p>Air Impact Wrenches 3/8" & 1/2</p> <p>Torque Wrenches 3/8" to 288" lb. 3/8" to 75" lb. 1/2" to 288" lb.</p>	<p>Combination Wrenches 1/8" to 1 1/2" 19mm & 12 mm</p> <p>Line Wrenches 1/4", 5/16", 3/8", 7/8"</p> <p>Crescent Wrenches 4", 6", 8", 10", & 12"</p> <p>Allen Wrenches 1/16" to 7/16"</p> <p>Ball Peen Hammers 2,4,8,12,16, & 28 oz.</p> <p>Brass Hammer</p> <p>Dead Blow Hammer Set</p> <p>Plastic Tip Hammer Set</p> <p>Punch & Chisel Set</p> <p>Complete Set of Metal Files File Handles Thread Files Jewelers Files</p> <p>Feeler Gauge Flat & Wire Type</p> <p>MISC TOOLS</p> <p>Safety Glasses</p> <p>Drill Bits - All to 1/2" Number, letter, fractional</p> <p>Hacksaw With blades</p> <p>3/8" or 1/2" Drill</p> <p>Pop Rivet Gun</p> <p>Flashlight</p>	<p>ELECTRICAL</p> <p>Digital multi meter 10 amp scale 300 ma scale</p> <p>Test Light</p> <p>Jumper Leads 3 ea (14 Gauge W/30 amp clips 24" long)</p> <p>Timing Light</p> <p>ENGINE</p> <p>Piston Ring Compressor</p> <p>Dial Calipers</p> <p>Micrometer Set</p> <p>Small Hole Gauges</p> <p>Telescoping Gauges</p> <p>Steel Rule</p> <p>6" Machinists Square</p> <p>CHASSIS</p> <p>Wheel Bearing packer</p> <p>Spoke Wrench</p> <p>Valve Core Tool</p> <p>6" dial vernier</p> <p>Plumb bob</p> <p>Six 24" Bungi cords</p> <p>Belt tension gauge (HD35381)</p>
--	--	---	--