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Service Technician –Job Description

Company: **Wisconsin Aerial Lift Service LLC** (Located on the west side of Green Bay)

At Wisconsin Aerial Lift Service (WALS), our goal is to be “your supplier of choice” by providing timely, personalized and professional service. We are locally owned and operated in Wisconsin, and serve a diverse base of construction, industrial, commercial, and utility customers. Our sales team and factory-trained technicians have over fifty years of experience which qualifies us to recommend the right unit for the job, as well as to service any manufacturer’s lift equipment.

As a Service Technician, your primary responsibility is to work on a fleet of late model equipment that includes diesel, gas powered, and electric boom lifts, scissor lifts, construction forklifts and warehouse forklifts. WALS prides itself as being “your supplier of choice” while providing the best customer service and welcomes applicants who share those values.

Duties and Responsibilities

- Complete all service jobs as assigned - primarily servicing scissor lifts, boom lifts, forklifts, and other equipment.
- Analyze the equipment to diagnose and troubleshoot the problem or issue
- Document all recommended repairs and communicate with the Shop Manager
- Perform the necessary repair, service, or recondition of the equipment as approved
- Document all work completed and communicate with the Shop Manager on the status of the jobs assigned
- Submit completed service forms and timesheets daily to the Shop Manager via a work laptop
- Collaborate with peers and offer assistance when appropriate
- Perform quality work as quickly and professionally as possible.
- Maintain and operate shop equipment and tools.
- Keep shop clean and organized
- Notify Shop Manager or Supervisor of safety issues and/or accidents immediately.
- Willingness to take on additional duties and responsibilities as assigned by the Shop Manager.

Qualifications

- High School Graduate or General Education Degree (GED).
- 2+ years of mechanical, electrical, and hydraulic experience and/or education relating to the position.
- Basic knowledge of computer and internet software specifically Microsoft 365.
- Ability to read and interpret documents such as schematics, safety manuals, operating maintenance instructions, and procedure manuals.
- Strong mechanical aptitude and ability to diagnose, troubleshoot, and repair the issue.

- Good written and verbal communication skills
- Work efficiently and respectfully with others
- Ability to organize and manage multiple tasks
- Must have a valid driver's license and acceptable driving record.
- Must own tools necessary to perform repairs.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Exerting 75 to 100 pounds of force occasionally, and/or 40 to 50 pounds of force frequently, and/or 15 to 20 pounds of force constantly to move objects.
- Frequent physical activity of the position:
 - Stooping- bending body downward and forward by bending spine at the waist.
 - Kneeling- bending legs at knee to come to a rest on knee or knees.
 - Crouching- bending the body downward and forward by bending leg and spine.
 - Crawling- moving about on hands and knees or hands and feet.
 - Reaching- extending hand(s) and arm(s) in any direction.
 - Standing- remaining upright on the feet, particularly for sustained periods of time
 - Walking- moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
 - Pushing- using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
 - Pulling- using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
 - Lifting- raising objects from a lower to a higher position or moving objects horizontally form position-to-position.
 - Grasping- applying pressure to an object with fingers and palm.
 - Talking- Expressing or exchanging ideas by means of spoken word; those activities where detailed or important spoken instructions must be conveyed to other workers accurately, loudly, or quickly.
 - Hearing- Perceiving the nature of sounds at normal speaking levels with or without correction and having the ability to receive detailed information through oral communication.
- Occasional physical activity of the position:
 - Climbing- ascending or descending.
 - Balancing- maintaining body equilibrium.
 - Fingering- perceiving attributes of objects by touching with skin, particularly that of fingertips.
- The visual acuity requirements:
 - The worker is required to have close visual acuity to perform an activity such as visual inspection involving small defects, small parts, and/or operation of machines.
 - The worker is required to have visual acuity to perform an activity such as performing mechanical or skilled trades tasks of a non-repetitive nature.
- The conditions the worker will be submitted to in this position:
 - The worker is subject to both environmental conditions: Activities occur inside and outside.

- The worker is subject to extreme cold: Temperatures typically below 32 degrees for period of more than one hour. Worker may also be subject to other environmental conditions such as wind and humidity.
- The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour. Worker may also be subject to other environmental conditions such as wind and humidity.
- The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the ambient noise level.
- The worker is subject to hazards: Includes a variety of physical conditions such as proximity to moving mechanical parts, moving vehicle, electrical current, exposure to high heat and exposure to chemicals.
- The worker is subject to atmospheric conditions: one or more of the following conditions that affect the respiratory system of the skin; fumes, orders, dusts, mists, gases, or poor ventilation.
- The worker is occasionally required to function in narrow aisles or passageways.
- The worker may be subject to oils: there is air and/or skin exposure to oils and other cutting fluids.

This position is hourly pay based on overall mechanical experience. To take that next step in your career, and have an opportunity for additional growth, you will want to join our dynamic team. Wisconsin Aerial Lift Service LLC an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.