



Job Title:	Diesel Service Center Technician	Exemption Status:	Non-Exempt/Hourly
Department:	Service	Position Level:	Staff
Reports To:	DSC Manager	Travel Required:	Minimal – up to 10%
Position Status:	Full-Time	Location of Job:	Windsor

Company Overview

Diesel Forward, Inc. specializes in Service, Remanufacturing, and Distribution of parts and components for diesel-powered vehicles and equipment. Our goals are to provide first-class customer service, grow profits, invest for the future of the business, proactively manage all relationships, and provide an excellent work environment for our employees.

Job Summary

Maintain diesel vehicle/equipment operation by completing inspections and preventative maintenance requirements, correcting vehicle deficiencies and keeping records.

Key Departmental Responsibilities

- Perform routine servicing and overhauling of diesel engines.
- Troubleshoot performance issues, properly diagnose issues and make recommendations for repair.
- Perform precise repair and/or replacement of parts in accordance with company and manufacturer recommended policies and procedures.
- Verify vehicle performance by conducting test drives, adjusting controls and systems.
- Complete required work order documentation.
- Correct and safe operation of customary hand/power tools used in diesel repair.
- Follow all industry safety regulations.
- Continuing education as needed/approved to maintain effective service.
- Operate in conformance with the requirements of the Diesel Forward quality management system.
- Assist other employees both in and out of the department.
- Perform other related duties and assignments as required.
- Provide feedback on system needs/changes.

Performance Factors

All Diesel Forward employees shall exhibit the following:

1. **Attendance and dependability:** The employee can be depended on to report to work at the scheduled time and is seldom absent from work. Employee can be depended upon to complete work in a timely, accurate, and thorough manner and is conscientious, about assignments.
2. **Communication/listening:** The employee communicates effectively and appropriately. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Listens to others and allows them to make their point.
3. **Relationships with others:** The employee works effectively and relates well with others including superiors, coworkers, and individuals inside and outside the company. The employee exhibits a professional manner in dealing with others and works to maintain constructive working relationships.

4. **Safety and security:** The employee actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
5. **Quality and continuous improvement:** The employee promotes organizational effectiveness by anticipating and dealing with problems. Encourages others to suggest improvements to work processes, and persistently focuses on quality, as well as on results. Seeks ways to improve productivity and effectiveness by identifying sources of mistakes and determining or suggesting a course of action to prevent their recurrence.
6. **Teamwork:** The employee is a team player who contributes valuable ideas, opinions and feedback. Communicates openly and honestly and can be counted on to fulfill commitments made to others.

Skills & Qualifications

In depth comprehension of diesel engines. Two year technical college training in heavy- duty diesel mechanics (or comparable training) required. Good analytical and problem solving skills. Must have ability to lift up to fifty pounds on a regular basis.

Revision History

Revision Level	Revision Date	Section #(s)	Description of Change
A	7/19/02	--	Authored for ISO 9001:2000 compliance.
B	8/15/02	--	Revised requirements and equipment used
C	2/25/04	--	Revised for consistency
D	2/23/05	--	Revised job analyst and department
E	9/2/08	--	Revised location and equipment used
F	8/2/11	--	Revised reporting relationship
G	6/11/12	--	Updated company name
H	3/7/14	--	Revised job summary, duties and responsibilities, specialized skills/knowledge and reporting relationship