

Technician Helper Position Description

Job Title:	Technician Helper	Status:	Non-Exempt
Department/Group:	Operations	Travel Required:	No
Position Reports to:	Production Manager	Position Type:	Full-Time
Salaried / Hourly:	Hourly		
Reporting Positions:			

Approved By:		Date:	
Updated By:		Date:	

Position Summary / Purpose

Assist in retaining customers by fulfilling the company's obligations through the timely and effective delivery of cleaning, repairing, and restoration services.

Provide support to Service Specialists in the performance of our cleaning services and the daily maintenance of service vehicles and equipment.

Principle Duties and Responsibilities

- Carpet cleaning
- Upholstery cleaning
- Deodorizing
- Communicate effectively with customers
- Perform basic equipment maintenance
- Perform basic vehicle maintenance
- Complete daily log
- Complete appropriate restoration documentation
- Maintain appropriate chemical inventory

Additional Duties and Responsibilities

- Maintain appearance and stock of appropriate tools and materials for company vehicles
- Basic building maintenance

Decision Rights and Authority

- Anticipate Service Specialists next step and provide appropriate tools, materials, and supplies

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Working Relationships and Scope

- Maintain timely and effective communication and flow of information with Service Specialists and management

Performance Competencies

- Oral Communication—Speaks clearly. Shows respect when addressing customers and superiors.
- Written Communication—The individual is able to read and interpret written information. Uses appropriate vocabulary and grammar.
- Technical—Is appropriately trained and effectively performs all required production functions.
- Quality—The individual demonstrates accuracy and thoroughness and monitors his / her own work to ensure quality.

Qualifications-Knowledge, Skills, and Abilities

- **Education and Experience**
High school diploma (or GED).
- **Mathematical Skills**
Adequate math skills. Ability to apply learned techniques to determine appropriate amounts of chemicals and supplies.
- **Certificates, Licenses, and Registrations**
None required for this position

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Physical Demands

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

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle or feel, reach with hands and arms, and talk or hear. The employee is frequently required to stand and walk. The employee must regularly lift and / or move up to 40 pounds and occasionally lift and / or move up to 75 pounds.

Working Conditions

- The work of this position is predominantly carried out on the customer's property. Employee may encounter facilities where standing water and sewage are present, heat is unavailable due to lack of utilities, fire damage has occurred, and mold or other organic growth exists. Daily exposure to the shop where vehicles and equipment are housed and maintained is typical.
- Noise level in the work environment is usually moderate.

EMPLOYEE POSITION ACKNOWLEDGMENT

I have read and understand the duties and responsibilities of my position as Technician Helper.

I have been provided with a copy of the company's Position Description for this job.

I understand that I am responsible for carrying out the responsibilities defined in the attached Position Description and am expected to follow any additional job-related instructions, and to perform additional job-related duties as requested by my supervisor.

SIGNATURES OF ACCEPTANCE

Signing on behalf of this position and agreeing to accept all its accountabilities is:

_____ Date: _____

Signing on behalf of the Manager's position and agreeing to accept all its accountabilities is:

_____ Date: _____



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This position description in no way states or implies that these are the only duties to be performed. You will be expected to follow any additional job-related instructions and to perform additional job-related duties as requested by your supervisor.