



AIRCO FASTENERS PTY LTD JOB DESCRIPTION

Job Title:	Service Technician
Reports to:	Site Supervisor
Location:	NSW, VIC, QLD, WA
Hours:	8.00 am to 4.30 pm Monday to Friday. It should be noted that you may be required to work outside of these hours to meet your obligations to the Company
Job Purpose:	Repair and maintenance of equipment to ensure reliability and develop strong business relationships with existing clients

Main Accountabilities

- Visiting clients within State, delivering exceptional customer Service.
- Repair and maintenance of pneumatic, gas and electrical stapling and nail equipment, compressors, generators and service tools.
- Service of tools and equipment as required on a timely basis.
- Fault finding and problem solving in an efficient and timely manner.
- Customer Service and support.
- Answer technical / spare parts queries via telephone, fax and email.
- Spare parts sales and the generation of paperwork
- Spare parts dispatches and the completion of appropriate paperwork.
- Assist with cyclical stock take of spare parts.
- Ensure company Quality, Safety and Environmental Procedures as outlined in the Company's IMS Manual are being followed at all times.
- Comply with Client WHS procedures at all times and promote safe working practices with other employees.
- Focus on and promote a continuous improvement culture.
- Participate in team and Company meetings as requested.
- Conduct / assist with on-site tool and equipment service.
- Work with fellow team members, other departments and colleagues in a cohesive manner that builds confidence and trust.
- Any other reasonable duties as requested from time to time by management.

Skills and Attributes Required

Essential:

- Mechanical problem solving skills.
- High attention to detail.
- Ability and desire to problem solve in an effective and timely manner.
- Excellent customer service skills.
- Ability to multi-task in a fast paced role.
- Ability to work both autonomously and as part of a team.
- Good communication skills.
- Highly motivated with excellent time management skills.

Preferred:

- Understanding of Airco products and brands.

Qualifications, training and experience required

Essential:

- Minimum of two years' service experience.
- Computer literacy.
- Current driving licence.

Preferred:

- Service experience ideally within the compressors, pneumatic, gas, battery and electrical powered tooling.

NOTES

The nature of the role and level of responsibility may vary significantly throughout your career with the Company.

Signed (role holder): _____ Date: _____

Signed (Line Manager): _____ Date: _____