



May 2, 2017

Position: Local Field Service Technician (level II)

Location: Barrie and surrounding area

Shift: Day shift (flexible hours)

Start Date: This position is expected to start on or around May 23, 2017

Remuneration: as per collective agreement

Reporting to: Industrial Field Service Supervisor

Function:

Diagnoses and completes repairs to engines at the customer's site.

Duties:

- Engages customers in a courteous and professional manner. Anticipates and ensures prompt and efficient attention to customer needs.
- Applies the use of specialized tools and follows documented procedures and policies to diagnose and complete less complex repairs, including identifying and preparing required parts and tools.
- Performs preventative maintenance activities as per documented schedules and standards on engine and related components in the field.
- Escalates unresolved issues to more experienced Field Service Technicians and/or Supervisor.
- Completes required documentation, such as service worksheets, timesheets, warranty claims, quality documents via handwritten forms or business system input screens.
- Identifies additional service opportunities with customer.
- Completes training in line with skill and business requirements.
- Maintains service vehicle and tools for cleanliness and proper operation.
- Ensure adherence to all relevant Health Safety & Environmental policies, procedures and legislation and reports any issues / incidents to site management and to their supervisor.
- Supply field service support to customers: service, adjust and perform maintenance procedures
- Troubleshoot, disassemble, inspection, clean, repair and assemble Cummins engines and related parts and products per Cummins guidelines
- Actively promote CEC's service department
- Accurately record all information and reports required by the process on a timely basis
- Other related duties as required

Skills/Competencies:

- Able to fully use all required Cummins service tools including Insite, EDS, Quick Serve On Line
- Familiar with basic warranty/policy terms
- Capable of developing collaborative working relationships
- Able to identify opportunities for work process improvements
- Can resolve common technical problems
- Ability to carry out full diagnostics using Cummins diagnostic tools on different product types without supervision
- In depth mechanical repair and maintenance capability to carry out external engine repairs including fuel system components without supervision

- ❑ Ability to develop and maintain productive customer relationships and educating customers operations and maintenance of products
- ❑ Ability to identify and up sell further service and repair opportunities
- ❑ Must have a valid driver's license (driver's abstract may be required)
- ❑ Meet minimum tool requirements
- ❑ Ability to service, adjust and perform maintenance and repair procedures on mechanical and electronic engines
- ❑ Ability to upgrade qualifications as required per Cummins' certification requirements
- ❑ Good computer aptitude
- ❑ Good communication skills, customer service focus, maintain professional image (self, workplace, vehicle)
- ❑ Negotiation and selling skills
- ❑ Self starter, organized, ability to multitask and work under pressure
- ❑ Flexibility in hours

Education, Licenses, Certifications:

- ❑ Must have a valid Truck & Coach Technician Certification
- ❑ Locally valid driving permit (driver's abstract may be required)

Experience:

- ❑ Intermediate level knowledge of and/or experience with engine products
- ❑ Customer service experience

If you have any questions or are interested in the above position please contact Laurie Roy
laurie.roy@cummins.com by May 9, 2017