



**February 6, 2017**

**POSITION: Field Service / Shop Technician**

**LOCATION: Thunder Bay, Ontario**

**REPORTING TO: Dan Galvin, Operations Manager**

**FUNCTION:**

Diagnoses and completes repairs to engines at the customer's site or in the Service Department

**KEY RESPONSIBILITIES:**

- 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 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. Actively promote the service department
- 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
- Other related duties as required

**SKILLS/COMPETENCIES:**

- Ability to carry out basic diagnostics using Cummins diagnostic tools on different product types with minimal supervision
- Experience: Cummins experience an asset. Able to fully use all required Cummins service tools including Insite, EDS, Quick Serve On Line
- Ability to service, adjust and perform maintenance and repair procedures on mechanical and electronic engines
- 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
- 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 on 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 upgrade qualifications as required per Cummins' certification requirements

- ❑ Good computer aptitude
- ❑ Good communication skills, customer service focus, maintain professional image (self, workplace, vehicle)
- ❑ Self-starter, organized, ability to multitask and work under pressure
- ❑ Flexibility in hours, including emergency on-call. Overnight travel may be required.

**ESSENTIAL JOB FUNCTIONS:**

- ❑ Stand and walk for extended periods of time
- ❑ Climbing, Grasping objects
- ❑ Bend and lift loads up to 50lbs
- ❑ Reading and writing - English
- ❑ Computer data entry
- ❑ Environmental exposure to extreme temperatures (outdoors)

If you have any questions or are interested in the above position please contact Laurie  
Roy [laurie.roy@cummins.com](mailto:laurie.roy@cummins.com) by February 13, 2017

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