

RV Service Technician

Job Type: Full Time

Compensation: Hourly

FLSA Status: Non-Exempt

Location: Murfreesboro, Tn.

Reports To: Service Manager

JOB SUMMARY:

Responsible for repairs, maintenance, inspections, installations and diagnostics on RVs. Performs every job striving for 100% customer satisfaction and accuracy by thoroughly investigating and understanding each task. Utilizes the highest regard for safety when completing tasks by following Company policies and processes.

ESSENTIAL FUNCTIONS:

- Provides complete and proper documentation of service in accordance with Company procedure and time tracking processes
- Ensures work is approved prior to starting the job and effectively manages time on the job to complete work within the approved time frame
- Submits a complete parts request to the Parts department of items needed to complete a job in a timely manner so repairs are not delayed
- Effectively communicates with appropriate personnel on any additional work needed for a job
- Keeps work area, tools and equipment organized and clean; informs management immediately of any dangerous conditions including broken parts, tools and equipment
- When a job is complete, performs a quality check and ensures all equipment used for the job has been removed from the RV; Promptly returns all paperwork, keys, warranty parts and the RV to its proper place

ADDITIONAL RESPONSIBILITIES:

- Proactively looks for value added services that increase the hours per work order and keeps the RV in top working condition
- Assists with explaining service work to customers
- Acts as an additional point of contact to customers when there are service issues or concerns
- Utilizes manuals, bulletins and training materials when necessary to perform a task
- Performs all tasks with a high degree of accuracy
- Prolonged periods of standing, stooping, crawling and bending
- May lift up to 25 lbs and/or move heavier items using devices
- Exposure to heights and conditions related to working with electrical and welding equipment
- Other duties and projects as assigned

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EDUCATION AND EXPERIENCE:

- High school diploma or equivalent (GED) is required
- Must have a valid Driver's License
- Experience in diagnostics and repairs of mechanical equipment, HVAC, plumbing and maintenance is preferred
- Excellent customer service & communication skills

KNOWLEDGE, SKILLS AND ABILITIES:

- Working knowledge of business English, spelling, and arithmetic; office practices and procedures; departmental rules and regulations
- Ability to work independently and under some pressure to meet deadlines
- Ability to understand and carry out oral and written instructions and to request clarification when needed
- Ability to meet the public well and to deal effectively with their questions or problems, seeking assistance when needed
- Ability to establish and maintain effective working relationships with co-workers, employees, and officials in other departments
- Ability to communicate effectively orally and in writing