

# Staff Position Description

Instruction for Managers
<ol style="list-style-type: none"> <li>1. Give a copy of Position Description with letter of offer.</li> <li>2. Copy signed Position Description for the Staff Member.</li> <li>3. Update the Staff File Manager.</li> <li>4. Place the signed copy on the staff file.</li> </ol>

Instruction for Staff
<ol style="list-style-type: none"> <li>1. Read the Position Description carefully.</li> <li>2. Ask if you need any information clarified.</li> <li>3. Keep a copy for you to use at work.</li> <li>4. This may change with the Business.</li> <li>5. Keep the Manager informed if changes occur.</li> </ol>

**Position Title:**                      Service Technician

Reporting to	Service Supervisor
Liaises with internally	Service Technicians Managing Director Office staff

Purpose of the Position	To contribute to the smooth running of the service department and assisting office staff as required
-------------------------	--

Behaviours Required	<ol style="list-style-type: none"> <li>1 Teamwork</li> <li>2 Customer Focus</li> <li>3 Being Motivated</li> <li>4 Loyalty to the job and business</li> <li>5 Honesty and Integrity</li> </ol>
---------------------	---

## Tasks and Responsibilities

### For the Workplace

- Adhere to human resources policies including anti-discrimination, harassment and victimisation policies
- Adhere to workplace health and safety policies and proactively contribute in maintaining a safe and clean work environment
- Display a positive attitude and be an active member of the team
- Treat others with respect
- Follow direction provided by senior members of the team, where authorised

### For the Job

- 1 Perform technical work as required by assisting other Technicians with:
  - Running up machines
  - Installations
  - Preparing service calls
  - Prioritise technical tasks
  - Updating machine's Firmware.
- 1 Training the customer about proper usage, operation, and minor troubleshooting of the machine to avoid redundant calls.
- 1 Provided preventive maintenance and emergency service.
- 1 Provided fast, fair and competent product service to the customer, which includes thorough cleaning and review of problems on each visit with the objective of avoiding recalls.
- 1 Responsible for addressing the needs as well as queries of the customers of the Company.
- 1 Miracle service software maintenance and data entry
- 1 Liase with sales/admin staff to ensure timely installation of new equipment
- 1 Perform technical work as required both onsite and offsite in regard to Konica Minolta and Oce machines
- 1 Work with a restricted electrical liscence or work safely under a licensed technician with a current license when working with live electricity
- 1 Untake training in house, online or by instructors in other cities
- 1 Be willing and able to travel to meet training requirements
- 1 Assist sales department in achieving their goals through effective machine servicing.
- 1 Discover leads for the sales team when out in the field
- 1 Deliveries of both machines and stationary in Hervey Bay and Maryborough as required
- 1 Meeting Monday mornings with the Service Department and Managing Director to discuss tasks and plan for the coming week.
- 1 Assist in other areas of the business as required
- 1 On going training at the Konica Minolta Institute of Technology in Sydney

### Potential Employer Provided Training Opportunities

- 1 Sales courses
- 1 Short courses in personal development
- 1 Self-paced online professional development courses