

Job: Mechanic

Reports To: Service Manager

Position Description: Represent and promote the service operation of Landscapers Supply/Ace Hardware in a positive manner that insures customer confidence and satisfaction and profits for the dealership. To be an important part of a parts/service/rental team that is productive and motivated to meet and exceed all goals and objectives.

Major Areas of Responsibility

1. Meet or exceed service goals.
2. Perform accurate diagnosis on equipment.
3. Complete assigned repair and maintenance according to dealer and factory standards.
4. Computer Skills-*ie. Epicor, Infinity, Part Smart, etc...*
5. Store, yard & shop area appearance.
6. Security and loss prevention.

Specific Responsibilities of the Job

1. Meet or exceed service goals.
 - a. Bill out sixty percent of your forty hour week.
 - b. Have customers equipment repaired and returned within seven to ten business days-Monday - Friday.
2. Perform accurate diagnosis on equipment.
 - a. Review equipment problem on work order, and prepare cost estimates for repairs.
 - b. Test and inspects engines to determine malfunctions, to locate missing and broken parts, and to verify repairs, using diagnostic instruments.
 - c. Repair or replace defective parts.
 - d. Need to have the ability to tell the customer when something is wrong or is likely to go wrong.
 - e. Need to have the skills to determine the kind of tools and equipment needed to do a job.
3. Complete assigned repair and maintenance according to dealer and factory standards.
 - a. Complete and properly fill out work orders, confirm model, serial number of the unit, complete engine number, and hour meter reading.
 - b. Make sure all parts numbers, as well as description of the part, are listed on work order.

- c. Complete description of cause and correction of the repair list on the work order.
 - d. Proficient in all forms of continue education.
 - e. To increase product knowledge through education of product through service schools, videos, manuals, bulletins, web site, and any other manufactory material available as it deals with the service department.
4. Computer Skills.
 - a. Having knowledge of Epicor, Part Smart, Infinity & etc.
 5. Shop area appearance.
 - a. Maintain shop area, yard area in front of service area, kitchen, vehicles, mower storage areas, rental equipment area, & warehouse area in a clean and professional manner.
 6. Security and loss prevention.
 - a. Discourage customers from coming into the shop area.
 - b. Maintain accurate location of work orders. Make sure equipment is tagged properly and located in designated area.
 - c. Watch customers in the store, yard, warehouse, and notify the store manager of any odd behavior from employees or customers.

Work Environment

- Maintain professionalism in all business and personal activities.
- Dress appropriately in t-shirt provided and according to company policy.

Conclusion

- This outline of a job description is to serve as a guide for expected job performance. It is not intended to limit individual initiative. The company reserves the right to add or delete responsibilities or change position descriptions or qualifications as business requirements dictate.
- Perform other duties as assigned by Store Manager of Landscapers Supply Inc.

The Small Engine Mechanic diagnoses, adjusts, repairs, or overhauls small engines used to power lawn mowers, chain saws, and related equipment.

Tasks for Small Engine Mechanics

- The Small Engine Mechanics repair and maintains gasoline engines used to power equipment such as portable saws, lawn mowers, generators, and compressors.
- The Small Engine Mechanic adjusts points, valves, carburetors, distributors, and spark plug gaps, using feeler gauges.
- The Small Engine Mechanic reassembles engines after repair or maintenance work is complete.
- The Small Engine Mechanic records repairs made, time spent, and parts used.
- The Small Engine Mechanic performs routine maintenance such as cleaning and oiling parts, honing cylinders, and tuning ignition systems.
- The Small Engine Mechanic obtains problem descriptions from customers, and prepares cost estimates for repairs.
- The Small Engine Mechanic tests and inspects engines to determine malfunctions, to locate missing and broken parts, and to verify repairs, using diagnostic instruments.
- The Small Engine Mechanic repairs or replaces defective parts such as magnetos, water pumps, gears, pistons, and carburetors, using hand tools.
- The Small Engine Mechanic sells parts and equipment as part of their job function.
- The Small Engine Mechanic shows customers how to maintain equipment.

Knowledge requirements for Small Engine Mechanics

- **Mechanical-** The Small Engine Mechanic needs knowledge of machines and tools, including their designs, uses, repair, and maintenance.
- **English language-** The Small Engine Mechanic needs knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Administration and Management-** The Small Engine Mechanic needs knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Customer and Personal Service-** The Small Engine Mechanic need knowledge of principles and processes for providing customer and personal services. This includes

customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

- **Clerical-** The Small Engine Mechanic needs knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- **Producing and Processing-** The Small Engine Mechanic needs knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.
- **Sales and Marketing-** The Small Engine Mechanic needs knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- **Education and Training-** The Small Engine Mechanic needs knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

The Small Engine Mechanic needs the skill of understanding written sentences and paragraphs in work related documents. The Small Engine Mechanic needs the skill of giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times. The Small Engine Mechanic needs the skill to repair machines or systems using the needed tools. The Small Engine Mechanic needs the ability to determine causes of operating errors and deciding what to do about it. The Small Engine Mechanic needs the skills to talk to others to convey information effectively. The Small Engine Mechanic needs the skill to perform routine maintenance on equipment and determine when and what kind of maintenance is needed.

The Small Engine Mechanic needs the skill to communicate effectively in writing as appropriate for the needs of the audience. The Small Engine Mechanic needs the skill to identify complex problems and review related information to develop and evaluate options and implement solutions. The Small Engine Mechanic needs the skill to determine the kind of tools and equipment needed to do a job. The Small Engine Mechanic needs the ability to use mathematics to solve problems related to his job function. The Small Engine Mechanic needs the ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.