



## Service Technician

**Job Title:** ..... Service Technician-Hourly

**Department:** ..... Service

**Supervisor:** ..... Service Manager

**Pay Class / FLSA Status:** ... Hourly / Non-Exempt

### Summary Description

Performs scheduled maintenance, damage repairs, electrical diagnosis and maintains excellent workmanship. Continually improves skill level through training, minimizes repeat repairs and keeps a clean work environment. Completes the work required on each work order in the time allotted and has an extensive knowledge of all models.

### Key Results Areas:

- Service Department Operations
- Customer Service

### Major Duties and Responsibilities:

#### Service Department Operations

- Provide prompt, dependable, high quality, vehicle service to (internal & external) customers.
- Practice good safety procedures
- Complete repair work within the scheduled or allotted time period whenever possible. Continually improve this "efficiency" skill.
- Maintain productivity (time spent working on billable jobs) as close to 100% as possible.
- Accept work assignments from Service Writer/Manager.
- Request parts for the job as early as possible when needs become known.
- Perform service, repair, and customization work in accordance to factory or Arizona Harley-Davidson specifications.
- Assist Service Writer, when requested, with writing up work orders, communicating with customers, test riding, or any other issue which will help ensure customer satisfaction.

## **Service Technician**

- Follow designated test route.
- Notify Service Writer / Manager of additional work needed or any delays in expected completion as soon as they become known so that customer may be contacted and notified of the delay.
- After job is finished ensure proper completion and filing of paperwork.
- Keep work area as clean as possible and assist others with maintaining shop cleanliness.
- Maintain technical (Professional Harley-Davidson and other) qualification by completing any necessary training programs assigned to you by the Service Manager.
- Financially responsible for damage to internal/external motorcycles with managers discretion.

### **Customer Service**

- Minimize comebacks and deal with them promptly and satisfactorily when they do occur.
- Report damages immediately to service manager or writer
- Keep customer vehicles as clean as possible.

### **Other Duties, As Assigned.**

## **Supervisory Responsibilities: - None**

### **Certificate, Licenses, Registrations:**

- Must have minimum 2 years of hands on experience in the motorcycle industry.
- Completion of a factory authorized formal training program or equivalent work experience.
- Current Motorcycle license.
- Completed PHD's (Professional Harley-Davidson Training).

### **Other Qualifications**

- Able to read schematics, diagrams and manuals.
- Able to use and read measurement tools, such as digital technician (computer)
- Able to use various hand tools.

### **Job Requirements:**

- Service Technicians need both basic and special tools to properly diagnose and service our products. All Service Technicians are required to own a set of tools.

## **Service Technician**

### **Physical Demands:**

- The noise level in the work environment is usually loud.
- Requires the use of both hands and legs.
- Frequently required to bend, stoop, crouch, reach, handle tools, and lift 40 lb. of material.
- Frequently requires the ability to balance, push and ride an 800<sup>+</sup> lb. motorcycle.

### **Working Conditions:**

- Frequently works near moving mechanical parts.
- Is potentially exposed to battery acid, gasoline, chemical cleaning materials or other toxic materials commonly found in a motor vehicle service department.
- Occasionally, exposed to exhaust fumes or other airborne particles.

# Buddy Stubbs Harley-Davidson Service Technician

# Required Tools

<p><b>GENERAL TOOLS</b></p> <p>Screwdriver Sets Flat #1, 2, 3, 4 Phillips #1, 2, 3, 4 Posi-Drive #1, 2, 3, 4 Angle Driver (for carb adjust)</p> <p>Pliers Sets Common Vice Grip Needle Nose Sidecut Channel Lock Hose Clamp Crimpers Snap ring Small to Large (Straight 45 &amp; 98 degree)</p> <p>1/4" Ratchet Set</p> <p>1/4" Extension Sets 2" to 6" Straight 1" to 8" Wobble</p> <p>1/4" T-handle</p> <p>1/4" Air Ratchet</p> <p>1/4" Drive Socket Sets 1/4" to 1 1/2" 6 &amp; 12 point (shallow &amp; deep) 1/4" to 1 1/2" 6 &amp; 12 point (wobble socket)</p> <p>3/8" Ratchet Set</p> <p>3/8" Extension Sets 2" to 12" Straight 1" to 12" Wobble</p> <p>3/8" T-Handle</p> <p>3/8" Air Ratchet</p>	<p>3/8" Drive Socket Sets 3/8" to 3/4" 6 &amp; 12 point (shallow &amp; deep) 3/8" to 9/16" 6 &amp; 12 point (wobble socket)</p> <p>Spark Plug Sockets 18mm &amp; 13/16</p> <p>3/8" Drive Allen Sockets Straight &amp; Ball Sockets (short &amp; long) 3/16" to 3/8" Long 6mm</p> <p>Crows Foot Set 3/8" to 1 1/8"</p> <p>Torx driver bit set Up to &amp; including # 40 &amp; 45</p> <p>Torque Adapter Set 3/8 to 3/4</p> <p>1/2" Ratchet Set</p> <p>1/2" Extension Sets 2" to 12" Straight 1" to 12" Wobble</p> <p>1/2" T-handle</p> <p>1/2" Drive Socket Sets 3/8" to 1 1/2" 6 point shallow</p> <p>Hand Impact Driver &amp; Bits</p> <p>Air Impact Wrenches 3/8" &amp; 1/2</p> <p>Torque Wrenches 3/8" to 288" lb. 3/8" to 75" lb. 1/2" to 288" lb.</p>	<p>Combination Wrenches 1/8" to 1 1/2" 19mm &amp; 12 mm</p> <p>Line Wrenches 1/4", 5/16", 3/8", 7/8"</p> <p>Crescent Wrenches 4", 6", 8", 10", &amp; 12"</p> <p>Allen Wrenches 1/16" to 7/16"</p> <p>Ball Peen Hammers 2,4,8,12,16, &amp; 28 oz.</p> <p>Brass Hammer</p> <p>Dead Blow Hammer Set</p> <p>Plastic Tip Hammer Set</p> <p>Punch &amp; Chisel Set</p> <p>Complete Set of Metal Files File Handles Thread Files Jewelers Files</p> <p>Feeler Gauge Flat &amp; Wire Type</p> <p><b>MISC TOOLS</b></p> <p>Safety Glasses</p> <p>Drill Bits - All to 1/2" Number, letter, fractional</p> <p>Hacksaw With blades</p> <p>3/8" or 1/2" Drill</p> <p>Pop Rivet Gun</p> <p>Flashlight</p>	<p><b>ELECTRICAL</b></p> <p>Digital multi meter 10 amp scale 300 ma scale</p> <p>Test Light</p> <p>Jumper Leads 3 ea (14 Gauge W/30 amp clips 24" long)</p> <p>Timing Light</p> <p><b>ENGINE</b></p> <p>Piston Ring Compressor</p> <p>Dial Calipers</p> <p>Micrometer Set</p> <p>Small Hole Gauges</p> <p>Telescoping Gauges</p> <p>Steel Rule</p> <p>6" Machinists Square</p> <p><b>CHASSIS</b></p> <p>Wheel Bearing packer</p> <p>Spoke Wrench</p> <p>Valve Core Tool</p> <p>6" dial vernier</p> <p>Plumb bob</p> <p>Six 24" Bungi cords</p> <p>Belt tension gauge (HD35381)</p>
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