



BEGLEY  
OVERHEA  
DOORS  
LIMITED

## Service Technician Reports to: Service Manager

### Job purpose

To perform installations, service, repairs, and preventative maintenance on fully automated overhead door & gate systems.

### Duties and responsibilities

- Provide an exceptional customer experience for customers
- Read & review calls for the day before leaving shop
- Inspect service vehicle and report any maintenance problems to the Service Manager.
- Restock truck with service parts. Always keep trucks well stocked & organized.
- When at site, check in with the site staff if possible. Read the work order to get familiar with the initial problem reported.
- Upon inspection of the Overhead Door or Gate System, assess the problem.
- Proceed with repairing the door and/or open the door and secure it if additional parts need to be ordered. I.e. sections, spring etc.... Report findings to the Service Manager, who will take appropriate action with the customer.
- Ensure the site is clean, all damaged and or replaced parts are removed.
- If performing a PM, go through the PM check list and make any minor repairs.
- Write up a work order, stating actions that were performed, parts replaced and time taken, along with any comments for recommendations. If possible obtain a signature from staff on site. Leave a copy of the work order at the site.
- Flexible work at another site in the area, if assigned
- Complete time sheet at each job site and submitted to the office at the beginning of the following days shift
- Observe and follow all company Health and Safety rules and policies;

### Qualifications

- Highschool Diploma or GED
- Minimum 2 years of work experience in similar field or driving experience
- Fork lift and Scissors lift training is an asset
- Mechanical aptitude
- Basic electrical aptitude
- Required to spend long hours concentrating while maintaining a high level of attention to detail
- Basic trouble shooting abilities
- Ability to lift 60lbs
- Ability to work under minimal supervision

### Working conditions

Ability to work in extreme weather conditions. Employee supplies winter clothing. Must wear safety shoes and other related safety equipment. All competent technicians are required to take the pager for after-hours service calls from Monday to Friday.