



JOB DESCRIPTION

TITLE:	Marine/Service Technician	LOCATION:	YHWS Service Department
REPORTS TO:	Service Manager	STATUS:	Non-Exempt (Hourly)
SUPERVISES:	N/A	PAY RANGE:	\$12-16

JOB SUMMARY: The marine/service technician is responsible for the repair and overhaul of boats, machinery and trailers.

Support and contribute to the mission, vision and values of the company:

Mission: To provide an enjoyable experience for marina customers

Vision: To deliver the highest quality service, maintain a professional demeanor and create a lasting impression with each and every marina customer.

Values: *Accountability*-We are personally and collectively responsible for delivering on our commitments.

Collaboration- We communicate effectively with fellow employees and supervisors.

Compassion- We act with kindness and respect for all those we serve.

Excellence- In whatever we do, we do it with a dedication to be the best.

Integrity- We uphold the highest standards of honesty and integrity in all that we do.

Investment- We have a commitment to the growth and success of the business.

Adaptability- We proactively pursue continuous improvement.

Service- We strive to provide an experience that exceeds our customers' highest expectations.

Teamwork- We will respect and supports one another in achieving our goals and mission.

Balance- We strive to operate a professional company with a focus on customer service to invest in our future.

REQUIRED QUALIFICATIONS

Education	High school diploma or equivalent
Experience	Marine industry experience
Licensure	N/A
Skills	Ability to aid in the supervision of staff and model positive behavior, organize and maintain work flow, provide effective leadership, and exercise independent critical judgment. Excellent customer service skills and communication skills, ability to work in a fast-paced work environment, work with little supervision, high level of computer skills and proficient email correspondence. Working knowledge of boat and jet ski operation. Ability to professionally detail watercraft (cleaning product knowledge) and provide routine maintenance as well as major repairs and overhauls. Routine maintenance may include, but is not limited to oil changes, replacement of blowers & bilge pumps, install electronics, swap batteries, replace bulbs, and provide winterization services.
Environment	Indoor/Outdoor environment. Will be exposed to extreme high/low temperatures depending on the time of year.
Hours of Work	Expected to work long hours on any day of the week during peak season as well as assume responsibilities of Service Manager when needed.
Travel	Requires a moderate amount of travel.
Physical Requirements	This position requires a moderate to high level of physical activity. May be required to occasionally lift items of up to 75lbs. Requires moderate computer use.

PREFERRED QUALIFICATIONS

Certification

N/A

Experience

Boat mechanic training and/or certification

JOB FUNCTIONS

1. Leadership

- Effectively lead and engage staff, conveying to them their importance to the overall success of the company.
- Support and execute Service Manager's decisions.
- Provide regular and frequent feedback to Service Manager on a weekly basis.
- Able to work with little to no supervision.

2. Operations

- Responsible for helping maintain records concerning financial transactions.
- Keep detailed craft maintenance records. Ensure watercraft receive proper maintenance based on manufacturers' guidelines. Report all damage to your supervisor.
- Conduct routine examination of safety equipment and keep detailed records.
- Maintain a clean and safe work environment reflective of company standards and goals.
- Examine boat and discuss the nature and extent of damage or malfunction with the service advisor or customer.
- Perform diagnostics and repair of all types of marine engines and transmissions/drives/generators.
- Perform mechanical repair work such as:
 - remove engine, transom or outdrive
 - disassemble unit and inspect parts for wear
 - overhaul or replace carburetors, blowers, generators, distributors, starters, pumps, electrical and fuel systems
 - rebuild parts such as engine cylinder blocks
 - rewire ignition system, lights and instrument panel
 - replace and adjust taillights
 - install and repair accessories such as radios, heaters, mirrors, and windshield wipers
- Operate a hydraulic jack or hoist as needed.
- Advise customers and/or insurance adjusters as to necessary repairs.
- Complete repair work utilizing service scheduler and SSO's within the established timeframe
- Ensure all warranty work is completed according to manufacturer's and YHWS guidelines
- Safely operate YHWS and customer vessels during diagnostic water testing operations
- Maintain YHWS tools in good condition and according to guidelines
- Other duties as assigned

3. Communication

- Responsible for communicating with management and all other employees who work in conjunction with the Service Department.
- Accept constructive feedback in a positive manner and use feedback to develop plans for improvement.
- Help create a positive work environment for staff and customers.
- Effectively handle stress, an increased workload, and/or workplace challenges in a calm and professional manner.
- Return phone calls and emails in a timely manner and communicate often

	to appropriate supervisors.
4. Personal and Professional Management	<ul style="list-style-type: none"> • Willing to take initiative to get things done. • Handle stress and cope with frustrations. • Comply with organization's policies and procedures. • Ensure integrity in areas of compensation (worked and non-worked time), work-related expenses, use of company equipment and resources, and additionally hold staff accountable for the same. • Take responsibility for actions, accept responsibility for mistakes and report self-errors to immediate supervisor in a timely manner. • Expected to adhere to the standards and expectations of Young Harris Water Sports. • Responsible for upholding the highest level of professionalism and customer service. • Protect the company from litigation by following all policies and procedures established by the company regarding safe operation. • Required to sign employee handbook and familiarize yourself with company policies.
5. Teaching and supervision	<ul style="list-style-type: none"> • Introduce and demonstrate new techniques, equipment or industry trends to staff. • Assist in the coordination of new programs for your location.

ACKNOWLEDGEMENT

I have read this job description (or had it read to me) and completely understand all my job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that my job may change on a temporary or regular basis according to the needs of my company without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor. I understand that if at any time I am unable to perform the duties as outlined here, I must contact my immediate supervisor.

Employee Signature

Date