



**Service Technician**  
Position Description  
Effective: April 2019  
Revised: July 2023

Classification:	Mechanic	FLSA Status:	Non-exempt
Department:	Utility Service	Employment Status:	Full-time
Location:	Mandan	Union/Non Union:	Non-Union
Reports To:	Chief Operations Officer	Supervises:	N/A

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**DISCLAIMER:**

THIS IS NOT INTENDED TO CREATE A CONTRACT OR BE AN ALL-INCLUSIVE LIST OF DUTIES. THIS DESCRIPTION MAY BE CHANGED AT ANY TIME WITHOUT NOTICE. ALL PRIOR POSITION GUIDES OR DESCRIPTIONS FOR THE ABOVE LISTED POSITION ARE HEREBY REVOKED AND SUPERSEDED.

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**PURPOSE FOR THE POSITION:**

To provide detailed repairs and services on diesel and gas utility equipment to maintain efficient operating order. This includes troubleshooting electrical and hydraulic systems. This position requires a high level of detail and accuracy.

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**QUALIFICATIONS AND EXPERIENCE:**

High School education or equivalent required. An Associate's degree in Automotive Technology or three (3) years of directly applicable experience is required. A valid North Dakota Commercial Driver's license (CDL), including air brake endorsement, or ability to obtain within 90 days of hire, is required. Employees are required to attend regularly scheduled safety training meetings for training in all areas that pertain to their respective job assignments.

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**CORE COMPETENCIES:**

1. Punctual and conscientious about work hours and perform overtime when requested. Communicate with supervisor when unable to work at the appointed time.
2. Accept responsibility for the duties of your position. Work diligently toward complete accurate work assignments.
3. Develop the necessary skills and knowledge to perform the duties of the position. Attend meetings and seminars as directed.
4. Continually develop and recommend more efficient and effective ways of carrying out the duties and responsibilities of the position.
5. Review and abide by established policies and procedures of the Company.
6. Promote safety in every activity and attend scheduled tailgating and safety meetings as directed. Become familiar with and abide by the NDaREC safety rules and procedures as well as other safety practices adopted by the Company.
7. Promote teamwork through communication and cooperation. Treat co-workers in a respectful, considerate, and professional manner and consider the opinions and personal needs of others.
8. Accept and adapt positively to changes in your position and within the Company.
9. Be a positive influence within and outside the Company.
10. Support the Company's mission by staying current with information to cultivate and positively project the Company's philosophy.

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**ESSENTIAL RESPONSIBILITIES:** *(West Dakota Utility Services, LLC reserves the right to change or modify the duties and essential function of this position at any time.)*

1. Perform service work, both diesel and gas on a variety of utility equipment.
2. Break down and reconstruction of engine components.
3. Regularly use, read and troubleshoot electrical and hydraulic systems.

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4. Works with simple and complex tools.
5. Safely operates equipment and tools; as needed.
6. Maintains a working knowledge of current automotive technology.
7. Responsible for daily inspection, service and minor maintenance of assigned vehicles and equipment. Advises supervisor of maintenance needs on vehicles, tools, and other equipment. Ensures that Company tools and equipment are properly maintained, kept orderly and stored securely.
8. Shows concern for consumer property and insures all work areas are left in a clean and safe condition.
9. Works with supervisor in development of policies and procedures. Suggests changes for improving the effectiveness and efficiency of the team.
10. Performs other tasks and assumes other responsibilities as assigned by the supervisor.

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**PHYSICAL DEMANDS:**

Definition of frequency examples:

- Frequently – Every day.
- Occasionally – Once a week or seasonal occurrence.
- Not Applicable – Not likely to happen.

<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY EXAMPLES</b>
Standing	Frequently stands while working on even and uneven ground, indoors and hard floors.
Walking	Frequently from tool box to project or job.
Sitting	Occasionally sits in truck traveling to job site.
Lifting, Carrying	Frequently lift and carry materials up to 5-50 lbs., loading truck and at job site.
Twisting, Reaching Pushing, Pulling	Frequently reaching and twisting while climbing onto truck beds, working in awkward positions. Push and pull up to 100 lbs.
Climbing	Frequently climbing in and out of vehicle and utility equipment at heights up to 5-15 feet.
Kneeling, Crawling	Occasionally kneel and crawl around work area.
Talking	Frequently talk with co-workers, customers and the general public.
Hearing	Occasionally receives calls on telephone, discuss situations with customers and general public.
Visual ability	Frequently inspect written material for job, computer screen, type and operate vehicle.
Bending, Stooping	Frequently bend and stoop retrieving material at job site.
Gripping, Grasping	Frequently grip and grasp tools and paperwork.

<b>WORKING CONDITIONS</b>	<b>FREQUENCY EXAMPLES</b>
Exposure to Outdoor Conditions	Occasionally work outdoors in variety of weather conditions and terrains.
Extreme Noise	Occasionally with tools and work equipment.

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Moving Parts and Equipment	Frequently with trencher, diggers, winches.
High Exposed Places	Occasionally test aerial lifts.
Exposure to Chemicals	Occasionally work with cable cleaner, transformer oil, etc.
Slippery Conditions	Occasionally encounter ice, snow and rain.
Other Environmental Conditions	Occasionally encounter unfriendly animals and reptiles.

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**REMARKS:**

The foregoing position description is not all-inclusive of the duties to which the employee may be assigned. In order to ensure maximum flexibility and efficiency and to encourage cross training, employees will be assigned additional duties as are deemed necessary or desired. I have read my Position Description and understand my assigned responsibilities, and have been given a copy of this Position Description. I also certify by my signature below that I am able to perform the essential functions of this position description either with or without a reasonable accommodation.

Accepted by: \_\_\_\_\_  
*Employee* \_\_\_\_\_  
*Date*

Approved by: \_\_\_\_\_  
*Human Resources* \_\_\_\_\_  
*Date*