

## POSITION DESCRIPTION

POSITION TITLE:	Technician - Service and Repair
DEPARTMENT:	Equipment
LOCATION:	All States
ISSUED:	Nov 2014

REPORTS TO:	Technical Team Leader
FUNCTIONAL RELATIONSHIPS WITH:	<p><b>Provides Guidance to:</b></p> <ul style="list-style-type: none"> <li>• Sales Specialists - Equipment</li> </ul> <p><b>Receives Guidance From:</b></p> <ul style="list-style-type: none"> <li>• Team Leader Service Dept</li> <li>• Service Manager Equipment</li> <li>• Service and Operations Manager Equipment</li> <li>• Sales Administration team – Equipment</li> <li>• Customer Service team - Equipment</li> <li>• Sales Specialists – Equipment</li> </ul>
DIRECT REPORTS INCLUDE:	<ul style="list-style-type: none"> <li>• nil</li> </ul>
SIGNIFICANT CONTACT WITH:	<ul style="list-style-type: none"> <li>• Customers</li> <li>• Customer Service Officers – Equipment</li> <li>• Administration team - Equipment</li> <li>• Sales Specialists – Equipment</li> <li>• Vendors</li> </ul>

### POSITION OVERVIEW

The duties of this position includes the installation of new equipment – ie dental chairs and x ray units, repair and documentation of customers dental equipment and installations of new equipment in the field in customer’s premises. The equipment this role relates to includes dental chairs, X Ray units (including 3D XRays), sterilisation systems, Intra oral cameras, Cad cams machines, Handpieces.

This role also attends to customers at their premises where dental equipment is repaired or serviced. Role is predominantly in the field but may on occasion also include repairs and maintenance duties for equipment sent to the workshop.

## JOB SPECIFICATION

Field tasks and responsibilities include:

- Perform repair and installations in the field at customer's premises.
- Perform pre install assessment.
- Document all work, pre install, time and travelling time
- Conduct diagnostics for repairs and complete quotes for customers
- Liaise with Administration/CS Officer to ensure jobs are completed and if required follow up and further appointments arranged.
- Order spare parts as required for customer within 48 hours
- Demonstrate respectful behaviour towards customers – positively represent the image and reputation of the company in behaviour and speech in line with the company policy
- Maintain company vehicle and tools in a tidy, clean and appropriate manner
- Maintain accountability for spare parts assigned to position, by keeping records of your spare parts in/out.
- Install computer software as relates to networked dental equipment.
- Maintain minimum level of spare parts in company vehicle to minimize repeat visits to customers
- In relation to Quotes - Provide all relevant information to Administration/CS Officers to ensure effective follow up with the customer and detail the verbal/written commitments made to customer.
- Liaise with Administration Officer if late for appointments or wherever job exceeds assigned time slot

Workshop responsibilities. General Tasks and responsibilities include:

- Perform repairs brought from customer to workshop.
- Complete documentation related to each individual repair with equipment assessment, including spare parts orders
- Provide written quote to the administration officer with explanation notes to be passed on to the customer including final repair sheet when completed.
- Assist Administration Officers with the processing of the equipment back to customers including correct packaging ready for despatch by courier.
- Provide Administration Officer with written quote within 48hr of repair being received.
- Liaise with Administration/Customer Service, Product Manager, Spare Parts Manager and Technical Leader to upgrade/maintain workshop cleanliness, spare parts level, technical and spare parts manual and the physical environs of the workshop.
- Assist Administration Officer to maintain a repair log due to distance between workshop and admin desk.
- Occasionally contact customer to discuss their equipment usage and maintenance issues.

In addition to the essential duties and responsibilities listed above, all positions are also responsible for:

- Meeting company standards pertaining to quantity and quality of work performed on an ongoing basis, performing all work related tasks in a manner that is in compliance with all Company policies and procedures.
- Adhering to Company policies, procedures, and directives regarding standards of workplace behaviour in completing job duties and assignments

#### **POSITION DEMANDS**

- This position requires concentration, focus and attention to detail
- Occasional heavy lifting
- Resourcefulness and problem solving ability, when working out in field alone.
- Dealing with customers in their premises

#### **QUALIFICATIONS & ATTRIBUTES**

<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Electronic/ electrical or mechanical background</li> <li>• Experience with Dental Equipment highly desirable.</li> </ul>
<b>EDUCATION</b>	<ul style="list-style-type: none"> <li>• Trades certificate or equivalent experience</li> <li>• Industry factory based training highly desirable</li> </ul>
<b>SPECIALISED KNOWLEDGE AND SKILLS</b>	<ul style="list-style-type: none"> <li>• Knowledge of plumbing, mechanics, electronics and electrical motors.</li> <li>• Restricted electrical license - electrical connect/disconnect license is needed over time.</li> <li>• X-Ray license will be required to be obtained to meet State legislative requirement</li> <li>• Computer skills – Excel, Word , Email, PDF files</li> <li>• Current driver licence</li> <li>• (OH&amp;S) White Card will be required to work on construction sites of new surgery fit-outs.</li> </ul>
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• Resourcefulness, quality workmanship</li> <li>• Excellent communication and interpersonal skills</li> <li>• Team player, demonstrating reliability and trustworthiness</li> <li>• High level commitment to customer service</li> <li>• Excellent organisational skills</li> </ul>

#### **OTHER REQUIREMENTS OF THIS POSITION INCLUDE**

##### **EQUIPMENT**

- Tools provided

## **ADDITIONAL DETAILS**

- Business hours are 8.30am – 5pm. Unpaid lunch break – minimum of 30minutes. Shifts may vary.
- Flexible working hours will be required, including evenings and weekends.
- Travel to country or interstate including overnight may be required.

## **CODE OF CONDUCT & ORGANISATIONAL VALUES**

Henry Schein | Halas and its team Schein members are mutually responsible for the success of the business. The company promises to create an environment in which all TSM can realise their full potential. In return all TSM are expected to make contributions that positively impact our customers, our shareholders, our business and each other.

This includes:

- conduct to the highest degree of ethics and integrity
- creative thinking and openness to new challenges
- appreciating diversity in the workplace and treating everyone with courtesy and respect
- effective communication, which is open and honest
- modelling best practice and leadership

Company values and standards are detailed in the “Values of Team Schein “and Worldwide Business Standards Booklet.