

Mobile Service Technician- Cambridge

Altruck International Truck Centres is currently searching for a **Mobile Service Technician** for our **Cambridge** location.

Summary:

The Mobile Service Technician is responsible for performing vehicle repair and maintenance work as assigned in accordance with dealer and factory standards. Most of their work will be done remotely on customer vehicles, whether outdoors or in a customer shop. They will also oversee the work of any apprentice technician assigned to them.

What you will do:

- Maintain satisfactory attendance and punctuality.
- Perform service calls and on-call duties on a rotational basis and as required (days, afternoons, nights and weekends).
- Obey the laws at all times, including the Occupational Health and Safety Act (OHSA), and the Highway Traffic Act.
- Following up with dispatch advisor regarding upcoming appointments or schedule changes so that assignments can be dispatched and booked accordingly.
- Obtain parts from the Parts Department as required.
- Retrieve repair orders from dispatch on timely basis.
- Address all customers concerns using the Three C's method- Complaint, Cause, Correction.
- Perform all work as outlined on the front of the repair order and as authorized on the back, with efficiency and accuracy, and in accordance with company and factory standards.
- Attend factory-sponsored training and dealer-specified training classes as scheduled by management.
- Estimate flat time rates for each recommendation. Use supplied flat-rate manuals and Altruck International Truck Centre Policies as a guide.
- Report any observed hazards to the supervisor, including any health and safety related issue or concern.
- Ensure that all work performed is thorough, accurate and completed in a timely fashion.
- Learn and understand all current and emerging technologies as they apply to automobile service.
- Maintain a high degree of concentration to prevent "comebacks".
- Clean bay and bench at the end of each shift.
- Keep shop area neat and clean at all times.
- Work effectively without supervision.
- Other related duties as assigned.

Requirements:

- 310T required.
- Ability to read and comprehend instructions and information.
- Ability to communicate verbally and in writing.
- General mechanical skills.
- Valid G class driver's license and a good driving record.
- Z endorsement.
- Manual dexterity.
- Good judgement.
- Must have necessary hand tools.

Working Conditions:

The Mobile Service Technician will stand six to ten- and one-half hours (6-10.5 hours) per shift, lift parts weighing more than 50 pounds several times during each shift, and use hoist and test equipment as needed. They will stoop, kneel, crouch, crawl, reach, handle, and feel. They will use hand and power tools, and will be exposed to noise, vibration, dust, exhaust fumes, and other hazardous and non-hazardous materials. Road testing of vehicles may be required. The Mobile Service Technician will be working outdoors regularly, in the elements and must be dressed appropriately. He/she will be required to wear a company uniform at all times. He/she is required to maintain a valid driver's license. If the Technician does not have a valid driver's license, they must advise their manager immediately and cease driving vehicles on behalf of the Company

Altruck is committed to complying with the Accessibility for Ontarians with Disabilities Act and its regulations, and the Ontario Human Rights Code throughout the entire employment cycle. If you require an accommodation, please inform us in advance and we will work with you to meet those needs. Any accommodation requests can be made by contacting 519-821-0070. At Altruck, we welcome differences. We do that because we know it is good for our employees, our products, our company and our community. Altruck is proud to be an equal opportunity workplace.

We thank all applicants for expressing their interest, however, only those qualifying for an interview will be contacted.