

**SUMMERS MANUFACTURING COMPANY, INC.
POSITION DESCRIPTION**

POSITION TITLE: Parts and Service Tech
IMMEDIATE SUPERVISOR: Service Manager
SUPERVISION RESPONSIBILITIES: No

DEPARTMENT: Service
FLSA: Non-Exempt

1. GENERAL SUMMARY OF RESPONSIBILITIES:

Receive and process customer orders and incoming parts and materials. Monitor inventory levels in parts department. Key various data into the computer. Perform field visits and service calls to maintain, inspect, and repair equipment.

2. SPECIFIC JOB RESPONSIBILITIES:

PARTS DEPARTMENT:

- A. Receive customer parts orders via phone, fax and walk in. Enter received orders into Syspro.
- B. Collect, package, and ship items for customer orders. Forward completed orders to Accounts Receivable Department.
- C. Notify Production Supervisor of items needed to be produced in order to fill customer orders.
- D. Monitor and maintain Spare Parts Forecast.
- E. Monitor inventory levels and notify Purchasing Department of low stock items.
- F. Receive items placed in designated Parts Dept staging area by Shipper and put in designated storage areas inside. Receiving steps include: count and verify that correct items were received as shown on packing lists. Record shortages and damaged items and inform Purchasing Department.
- G. Process incoming and outgoing transfers of goods between plants.
- H. Collect, package, process, and document goods returned to suppliers.
- I. Prepare supplier goods return list for items requiring repair and return.
- J. Maintain copy of log of all UPS shipments and forward original log to Accounts Payable Department.
- K. Authorize Customer Goods Returns. Inspect and verify goods returned and forward completed returns to Accounts Receivable Department and Inventory Analyst.

- L. Keep appropriate amount of shipping materials on hand. Order more shipping materials as needed.
- M. Forward receiving reports to Cost Analyst.
- N. Forward warranty claims, returned goods and forms to Warranty Department.

SERVICE DEPARTMENT:

- A. Monitor and maintain Service Parts Forecast.
- B. Prepare supplier goods return list for items requiring repair and return.
- C. Forward warranty claims, returned goods and forms to Warranty Department.
- D. Authorize Customer Goods Returns. Inspect and verify goods returned and forward completed returns to Accounts Receivable Department and Inventory Analyst.
- E. Clean and maintain the service department vehicle and equipment.
- F. Observe and examine machinery and parts in operation to detect malfunctioning or defective units.
- G. Repair or replace defective parts using hand tools and machine tools.
- H. Reassemble, adjust and lubricate machines and equipment to ensure efficient operation.
- I. Ensure customer complaints have been handled satisfactorily.
- J. Assist in the preparation, fabrication, and delivery of equipment for use in field demos or shows.

3. JOB SPECIFICATIONS:

A. Education/License/Certification Requirements

- 1. High School diploma or equivalent, required.
- 2. Valid Class A or Class B CDL, North Dakota driver's license with a clean driving record, required. (or must be able to obtain CDL in 90 days)
- 3. Welders Certificate or equivalent, preferred
- 4. Forklift operator's license, required. Testing and licensing can be administered by Company Safety Coordinator.

B. Experience Requirements

1. Knowledge of, and experience with, various shop tools, required.
2. Basic mechanical ability required.
3. Experience with Syspro, or other ERP (Enterprise Resource Planning) software, preferred.
4. Basic knowledge of shipping and packaging methods, preferred.
5. Knowledge of Summers Manufacturing Co., Inc. products, preferred.
6. Good customer communication skills, required.

C. Physical Requirements

This position will involve that physical exertion found in a metal fabrication company making agricultural equipment and will include stooping, climbing, lifting and other such exertion necessary to become and remain familiar with plant type work.

1. Ability to walk and stand for long periods of time, throughout the workday, required.
2. Ability to sit up for long periods of time, throughout the workday, required.
3. Ability to stoop, bend and/or reach over head occasionally during the day, may be required.
4. Ability to kneel or crawl occasionally during the day, may be required.
5. Ability to climb and balance occasionally during the day, may be required.

D. Lift and Carry Requirements

1. This position requires frequent lifting and carrying parts in the following situations:
 1. Boxes of incoming parts and materials weighing up to 50 lbs. in short distances up to 25 feet
 2. Carrying replacement parts distances up to 100 feet between Summers Manufacturing Company plant and the service truck, and between the service truck and equipment location on farmers' fields.
2. This position requires frequent lifting and carrying of parts and materials, weighing over 70 lbs. using hand truck, hoist or forklift.

E. Equipment/Tools Requirements

1. Ability to utilize forklift or hoists, required. Employee must be trained and authorized before using any forklift.
2. Ability to utilize packing and shipping tools such as steel banding equipment and floor scale, required.
3. Ability to utilize hand tools such as wrenches, hammers, screw drivers, air tools, etc., required.
4. Ability to utilize office machines such as telephone, computer, digital scale, postage meter, required.

F. Environment Requirements

This position involves work inside and outside the plant, where conditions may get dusty, hot, cold, noisy and smoky and may involve exposure to some odors:

1. Ability to work around fumes and chemicals, required.
2. Ability to work around moving parts, required.
3. Ability to work outside, required.
4. Ability to work in adverse weather conditions, required.
5. Ability to work around loud noises, required. Hearing protection is mandatory in certain situations.

G. Competencies

1. Active Listening
2. Communication
3. Organized
4. Responsible
5. Relationship Building
6. Detail Oriented

By accepting a position within Summers Mfg., you will become part of a team which comes with the responsibility of promoting a culture that ALL employees are accountable to. This culture is defined as:

- * Ensuring a safe workplace by always being aware of potential hazards and following all safety rules.
- * Fostering the company values in communications and decisions made every day by being respectful and promoting a team environment.
- * Accepting and supporting the challenge to participate in the continuous improvement efforts by actively contributing in identifying and eliminating waste within the company; by identifying problems, finding solutions, and being an active participant in sustaining those solutions.

* Smile every day!

This job description does not list all the duties of the job. Your supervisor may make an assignment of other duties or instructions from time to time.

This assignment of duties or instructions will be within your knowledge and skill base to ensure performance of the assignment in an adequate manner.

Management has the right to revise this job description at any time.

This job description is not a contract for employment, and either you or the firm may terminate employment at any time, for any reason.

JOB DESCRIPTION ACKNOWLEDGMENT

I acknowledge that I have received a copy of the updated job description for my position with Summers Manufacturing. I have read this job description (or had it read to me) and I 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 location or department without it being specifically included in the job description. I understand that it is my responsibility to ask my supervisor or human resources for more clarification should I have any questions about my job duties and responsibilities or require a reasonable accommodation.

I understand, and have received a copy of my updated job description.

Signed: _____ *Date:* _____

Supervisor Signature

Date

Employee or Supervisor comments:

Return this form to Human Resources.