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LOCATION: Hurst Harbor Marina – Lake Travis – Austin TX

POSITION: Service Technician

CLASSIFICATION: Full Time

REPORTS TO: Service/Parts Manager

JOB SUMMARY:

The Service Technician is responsible for carrying out the daily duties of a Marine Technician, including but not limited to: General service and repair of outboard engines, troubleshooting and engine rebuilds, new engine prep and repowers, repairing and installing electronic equipment. Repairing and overhauling boats, machinery, trailers, etc. Quality control on all service jobs.

BENIFITS:

Full time, Paid Vacation, Medical, Dental, Vision, dealer training and more.

ORGANIZATIONAL STATUS:

Hurst Harbor provides dockage and related recreational options to the boating public. The Service Technician reports directly to the Service/Parts Manager

WORKING RELATIONSHIPS:

The Service Technician must interact on a daily basis with marina management, co-workers, other marina staff, marina slip holders, marina guests, and the general boating public. The Service Technician must be approachable and at all times maintain the highest level of professionalism and customer service. He / She must present a professional appearance and positive attitude when dealing with all internal and external individuals. It is important that he / she “leads by example.”

SPECIFIC ROLES & RESPONSIBILITIES:

The Service Technician is responsible for all or part(s) of the following duties:

■ **Customer Service:** Set the example for all employees. Provide exceptional customer service to patrons of the marina, at all times. Ensure a seamless transition between storage, maintenance and harbor operations. Maintain non-negotiable / exacting standards that will ensure that all activities promote the highest levels of quality for service and customer satisfaction. Interact professionally with all customers and greet them by name. Respectful open, honest and direct contact and communication between self and subordinates as well as with both internal and external customers. Establish and maintain an effective and cooperative working relationship with all dealership personnel, part personnel and service writers.



- **Diagnose/Repair:** Perform all service right the first time within specified times. Conduct quality checks on work performed. Troubleshoot, repair and maintain outboard engines. Service marine diesel and gasoline engines for boats and yachts. Rigging and installing accessories and outboard engines. Troubleshoot and repair engines and lower units, marine systems and related electrical equipment. Perform repowers on boat packages to include planning, setup, installing, etc. Diagnose, repair and install electronics, i.e. Radar, GPS, Sonar etc. Repair HVAC systems.
- **Parts/Inventory:** Properly tag all warranty parts, maintain dealership equipment to ensure good working order. Ability to estimate budget for parts needed and know what is in inventory.
- **Safety:** Be vigilant regarding safety related issues and report any unsafe conditions equipment to management immediately. Follow all established procedures and guidelines to ensure a safe environment for all employees, customers and outside vendors. Wear / use proper PPE equipment. Ensure all hazardous materials are handled in a safe and secure manner in accordance with all federal and state laws. Report any spills of hazardous materials immediately to proper governing authorities and as appropriate to supervisor. Review emergency protocols. Follow the marina's compliance with OSHA safety and environmental regulations and reports. Actively participate in all safety training programs and ensure you are properly trained to use all equipment while performing duties of the job.
- **Record Keeping:** Provide reports on work completed and time spent to repair each order to the service writer. Advise service writer or diagnosis, needed repairs, cost estimates and when additional work is needed on a customer's boat.
- **Training:** Train and supervise new technicians. Lead by example and keep up to date on latest technical service bulletins, ongoing educational opportunities, etc.
- **Housekeeping:** Keep your work area clean and neat at all times. Keep all tools, including dealership equipment, clean and stored properly after each use. Should any tools need to be repaired, inform the Service/Parts Manager. Conserve shop supplies as appropriate.
- **Miscellaneous:** Additional duties and responsibilities may be assigned at the General Managers discretion.
- **Computer:** Must be able to use basic computer software programs such as email, Microsoft Office, etc.
- **Communication:** Excellent communications skills. This includes both oral and written.



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Qualifications and Requirements: The Service Technician must be a “self-starter” and be able to work independently without excessive amounts of direct supervision. A high school diploma and a minimum of 1 years’ work experience in a marina and a retail sales environment are desired. A college degree or related technical education is highly desirable. Considerable knowledge and practical experience in a marina environment; including basic boat handling, marina safety, fuel handling, federal and local marine environmental laws / regulations, marina equipment and material usage is a must. A working knowledge and a comfort level when dealing with numbers. Good interpersonal skills, the ability to communicate effectively and interact with people of all ages is necessary. A willingness to learn, coupled with the proven ability to coordinate and motivate others towards accomplishment of common goals is a must. The individual must possess a valid Wisconsin driver’s license.

Special Considerations: This is a “hands-on” position requiring moderate amounts of physical effort. The individual must have the ability to plan, organize, mentor, train, direct and evaluate the work of unskilled or semi-skilled seasonal full and part-time personnel in the marina environment. The demands of this position require that the individual has the ability to establish and maintain effective working relationships with co-workers and internal / external customers. The ability to analyze situations, use good judgment, take decisive and effective action, react quickly, calmly and effectively in emergencies and under stressful situations is a must. The individual must be able to work while standing on his / her feet, be able to bend and stoop, lift objects up to 50 lbs, use various moving devices for heavier loads and perform duties both inside and outside while moving between hot and cool working environments. The ability to swim at a level to ensure personal safety is a requirement. Due to the seasonal and cyclical nature of the business, a Service Technician must be available to work weekends, holidays, and some evenings if needed.



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