

Job Title: Maintenance Manager
Department: Operations
Revision Date: 03/19/2020



### **Position Overview**

Maintenance is critical piece to our overall operation. This position is responsible for the overall productivity, organization, and efficiency of all our mobile equipment maintenance facilities and technicians. This includes oversight of all shop personnel and parts inventory.

### **Essential Job Functions**

This position is responsible for the organization of all our mobile equipment maintenance facilities. At a broad level, this includes service scheduling, troubleshooting with technicians, approving work orders, and inventory management. Below is a comprehensive list, though not all-inclusive. Position is expected to evolve and change as necessary. Manager is welcomed and encouraged to offer improvements and changes so as to improve the overall operation of the mobile equipment maintenance department.

### **Position Responsibilities**

- Schedule service and repairs with Operations and technicians for all shifts, communicating daily with operations on equipment needing service
- Manage work orders and service procedures
- Handle all daily service calls from operations (out of service breakdowns, tires etc..) including finding potential outside vendors for downed equipment
- Work with technicians and service centers to help troubleshoot problem solve issues on equipment
- Guide and assist technicians in completion of work orders; take on specific work orders and complete as assigned
- Technician oversight – help with work-related issues, coaching techs to stay focused on work and procedures, hiring/orientation for new employees, day to day employee questions, timecard and time off request management, etc.
- Track and respond to daily operator-initiated repairs
- Oversee parts inventory and ordering
- Receive in parts, enter them into the system and code invoices
- Oversee lubricant inventory
- Maintain fuel inventory and orders for location
- Initiate warranty claims provide warranty information, and schedule warranty work at outside vendors
- Examine work orders for accuracy
- Ensure technicians have accurate parts to complete assigned work
- Ensure annual inspections and documents are maintained and up to date
- Make sure all shop equipment and tools are maintained and in safe-working order

### **Essential Job Requirements**

- Knowledgeable on all aspects of repair for heavy equipment
- Troubleshooting skills including electronic diagnostics
- Knowledge of OSHA, MSHA, and related safety regulations
- Proficient with TMW, or other service management software
- Knowledge of equipment parts and inventory needs
- Availability to assist with managing breakdowns, as necessary, 24/7
- Attend training seminars and classes, as needed

### **Non-Essential Job Requirements**

- Strong organizational skills

- Ability to read, write, and speak the English language.
- Multi-tasking ability
- Proficient with Windows-based programs computer operating systems, specifically Microsoft Office (Word, PowerPoint, and Excel).
- Communication skills, including oral, written, and electronic.

\* The above list is not an all-inclusive list of duties and/or requirements. You will be expected to perform various tasks as required by the customer. As business objectives changes, so too may the duties.