



## ***Superstition Harley-Davidson Job Description Service Technician “Master of Powertrain or Above”***

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### **Job Data**

Job Title: Service Technician  
Department: Service Department  
Supervisor: Service Manager  
Pay Class / FLSA Status: Hourly / Non-Exempt

### **Summary Description**

Repair, customize, maintain, or overhaul both customer and dealer owned motor vehicles as close to the allotted time schedule as possible with excellent quality.

### **Key Result Areas**

- Provide prompt, dependable, high quality, vehicle service to (internal & external) customers.
- Complete repair work within the scheduled or allotted time period whenever possible with the focus of continually improving this “efficiency” skill.
- Minimize come-backs and deal with them promptly and satisfactorily when they do occur.
- Maintain productivity (time spent working on billable jobs) as close to 100% as possible.
- Maintain clean efficient facilities.

### **Major Duties and Responsibilities**

#### **1) Service Department Operations**

- See attached Technician Skill Progression worksheet for Competencies & Commitments.
- Accept work assignments from Service Advisors.
- Request parts for the job as early as possible when needs become known.
- Perform service, repair, and customization work in accordance to factory specifications.
- Notify Service Advisors of additional work needed or any delays in expected completion as soon as they become known so that customer may be contacted and notified of the delay.
- After job is finished ensure proper completion and filing of paperwork.
- Keep work area as clean as possible and assist others with maintaining shop cleanliness.
- Assist Service Advisor, when requested, with writing up work orders, communicating with customers, test riding, or any other issue which will help ensure customer satisfaction.
- Maintain technical (PHD and other) qualification by completing any necessary training programs assigned to you by the Service Manager.
- Other duties as assigned.

#### **2) Customer Service**

- Minimize come-backs and deal with them promptly and satisfactory when they do occur.
- Keep customers’ vehicle cleaner than when it was dropped off.



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### **Supervisory Responsibilities-None**

### **Commitments**

- Treat all employees and customers fairly, courteously, and with dignity.
- Model superior customer service behavior for all interactions with customers and employees.
- Be prompt and available for flexible scheduling.

### **Qualifications & Job Requirements**

- Completion of a factory authorized formal training program such as MMI Service School or equivalent work experience.
- Current Motorcycle license.
- Service Technicians need both basic and special tools to properly diagnose and service our products. All Service Technicians are required to own a set of tools upon date of hire. See list of required tools.

### **Physical Demands**

- The noise level in the work environment is occasionally loud.
- Requires the use of both hands.
- Frequently required to bend, stoop, crouch, reach, handle tools, and lift 40 lb. of material.
- Frequently requires the ability to balance and push a 700<sup>+</sup> lb. motorcycle.
- Must possess ability to work under pressure and handle stress.
- Must have ability to meet regular required attendance and tardiness policies.

### **Working Conditions**

- Frequently works near moving mechanical parts.
- Is potentially exposed to battery acid, gasoline, chemical cleaning materials or other toxic materials commonly found in a motor vehicle service department.
- Occasionally, exposed to exhaust fumes or other airborne particles.
- Superstition Harley-Davidson is an “Employee at Will” company. Either employee or Superstition Harley-Davidson may terminate the employment relationship at any time, for any reason, with or without cause or notice.



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### **Technical Skill Progression**

#### **1) Master of Service Technology**

This is the highest level of technician. This technician is capable of working independently without direct technical supervision. This technician should be capable of performing all types of repair work. Should have a minimum of 5 years Harley-Davidson experience at the dealership where currently employed. Be actively involved in the PHD in-dealership training program and have completed all PHD programs up to and including the most current. Should have attended advanced or specialty service schools in, powertrain service, engine rebuild, Ultra electronics and chassis service. One of these classes should have been taken within the past two years.

#### **2) Master Service Technician**

This is a senior skill level technician. This technician is capable of working with minimum technical supervision. A technician at this level should be capable of performing all types of repair work in powertrain, electrical, or chassis, while is able to perform other tasks with above average knowledge and skill. Master Service Technician should have a minimum of 4 years of Harley-Davidson experience at the dealership where currently employed. Be actively involved in the PHD in-dealership training program, and have completed all PHD programs up to and including the most current. Have attended an advanced or specialty service school within the past 2 years.

#### **3) Service Technician Expert**

This is the intermediate skill level. This technician should have advanced motorcycle skills, and a minimum of 3 years Harley-Davidson technical experience. This individual must be actively involved in the PHD in-dealership Training Program. Completion of all programs through the number is currently published on H-D net is required. Attendance at any 2 Harley-Davidson training class is the minimum requirement for a Service Technician Expert. This technician's primary function is to perform intermediate service work; only occasional technical supervision should be required.

#### **4) Service Technician**

This technician has a minimum of 1-year experience at the dealership or has completed the Harley-Davidson Late Model Program at MMI. A Service Technician is capable of operating independently although supervision will be required for advanced tasks. The individual must be actively involved in the PHD in-dealership Training Program. Completion of all programs through the number currently published on H-DNet is required. Technician's primary function is to perform intermediate service work and perform those tasks with little technical supervision.

#### **5) Service Staff**

This member of the Service Department has less than 1-year experience and/or no formal training. This individual's primary function is either to assist technicians or to perform support tasks within the Service Department that do not require independent work on vehicles at a skilled level. Individuals should be involved in planned and monitored on-the-job training. Service staff can perform assigned duties with moderate levels of technical supervision.