

## **Job Description: Maintenance Services Technician**

### ➤ **Punctuality, Attendance, Appearance**

- Shows up to work on time each day ready to work
- Completes all tasks within time expectations
- Adheres to company dress code policy
- Wears clean clothes appropriate to weather conditions each day
- Adheres to company policy and goals for in-season and out-of-season attendance
  - Understands and lives out the importance of productivity in season

### ➤ **Job Quality**

- Understands the relationship between job quality and customer service, and satisfaction and job retention
- Demonstrates strong discipline to thorough, complete, and excellent work
- Consistently is prepared for each day's work by having all needed materials, tools, equipment, and clothing ready
- Maintains a strong shop departure and arrival routine and clarifies expectations to crew members
- Completes paperwork as required daily

### ➤ **Personal Qualities**

- Shows unquestioned ethics in all affairs, both personally and professionally
- Possess a great attitude and work ethic
- Is committed to daily improvement for himself and co-workers
- Advances a positive company image and reputation through all actions
- Displays enthusiasm and helps motivate coworkers
- Shows a hunger for more knowledge, responsibility, and growth, both personally and as a company
- Is humble but confident about his abilities

### ➤ **Interpersonal Skills**

- Treats other people with respect
- Collaborate, support, and help coworkers in such a way that productivity is increased, morale is increased, and relationships are improved
- Is personable and likeable with customers and co-workers

➤ **Education/Experience Requirements**

- While there are no formal education requirements, a successful Maintenance Services Technician will have a high level of comfort, a working understanding, and an ability to answer technical questions in the following areas:
  - Irrigation systems including:
    - Will know how to operate most irrigation systems and be capable of basic repairs
    - Able to make basic irrigation recommendations for run times and active days
    - Understands precipitation rate and its affect on run times.
    - Irrigation needs of turf grasses including fescue, bluegrass, bermuda and buffalo
  - Electrical systems:
    - 24VAC control systems
    - 12VDC automotive and equipment systems
  - Hydraulic systems, both water and oil:
    - Irrigation system concepts like friction loss and proper pipe sizing
    - Equipment hydraulics to operate hydraulic cylinders, motors and hydrostatic transmissions
  - Equipment repair and maintenance
  - Job sequencing and scheduling
  - Turf maintenance practices including:
    - Aeration and top dressing
    - Mower operation, repair, and maintenance
    - Basic fertilizer knowledge and application and fertility needs of common turfgrasses
    - Basic herbicide knowledge
  - Earthmoving principles and practices especially trenching, excavation, and backfilling
  - Computer and tablet skills including email, Excel, and Word
  - Have and maintain an acceptable driving record as well as any licenses required by government agencies, customers, or employer to complete work (e.g. driver's license, commercial applicator license, CDL, DOT medical card, backflow certification, etc.)

➤ **Job Duties**

- The success or failure of the maintenance operations performed by Turf Solutions will be his responsibility. Maintenance Services Technician will, at some point, participate in nearly all aspects of turfgrass construction and maintenance.
  - Field work
    - Aerate, seed, top dress, and apply fertilizers to sports turf, college campuses, and commercial properties across the state of Kansas
    - Work with a small crew to accomplish big things
    - Mowing with zero turn, 3 point, and other mowers
    - Build new fields by assisting with irrigation installation as needed, installing sod, and sprigging bermuda grass
    - Attend educational conferences to sharpen skills and gain knowledge
  - Shop
    - Maintain and repair equipment and pickups
    - Assist Operations Manager and/or Accounts Receivable with billing questions
  - Snow Removal
    - Snow removal is a part of winter operations at Turf Solutions and most year-round employees will have some role in those operations
  - Sales
    - As a major point of contact with customers on site, there will be many opportunities to sell additional services to customers
- This list is not all-inclusive and applications should expect his responsibilities to be widely varied, especially as seasons change.