

## Summary

<b>Job Title:</b>	Marine & Powersports Service Technician (Gibbons, AB)
<b>Start Date:</b>	Immediately
<b>Status:</b>	Full-time
<b>Compensation:</b>	Compensation structure is a base rate plus flat rate \$24 to \$40+ depending on experience and efficiency Benefits after 3 months

*Are you a skilled service technician who thrives in a fast-paced environment, continually striving to provide exceptional technical expertise and service standards on everything you work on?*

Award Winning Employer of Choice by Boating Industry Canada, Gibbons Motor Toys is a marine and powersports dealership headquartered in Gibbons, Alberta. We retail and service KingFisher, Coyote and Stabicraft boats, Mercury engines, Can-Am offroad vehicles, Ski-Doo snowmobiles and more. We stock a large variety of parts, accessories, and riding gear for all your outdoor needs. With over 40 years of experience, our sales, parts and service departments provide the best knowledge in the industry!

The Service Technician position is responsible for safely and efficiently performing high quality service work to support Gibbons Motor Toys' business.

Key responsibilities include correctly identifying issues with a **high level of troubleshooting skills**, producing high quality service/repair work, meeting daily work schedules, demonstrating strong product knowledge, customer service, work area organization, safety and continuous improvement.

<b>Department:</b>	Service Department
<b>Reports To:</b>	Alberta Service Manager

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## Key Responsibilities

### Quality of Work

- Perform high quality service and repair work that meets the organization's quality standards
- Effectively use diagnostic programs to correctly identify and diagnose the root cause of equipment issues and how to resolve the problems
- Accurately follow repair or service instructions on work orders
- Recognize and limit distractions to maximize one's performance and quality of work while contributing to enhance Gibbons Motor Toys' high level of standards. (ex. cell phones, customer distractions, other co-workers)

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## **Time Management & Efficiency**

- Complete all assigned tasks according to work order estimates and their daily work schedule
- Identify the most efficient way to safely complete their scheduled assignments and strive for improved efficiency through increased knowledge and experience
- Display reliable attendance and schedule time-off with advanced notice

## **Customer Service**

- Cross train to skillfully repair and service a wide variety of products from multiple manufacturers
- Maintain a positive and friendly attitude toward all of our customers
- Handle difficult situations calmly and with confidence

## **Regulations & Safety**

- Always correctly use the proper personal protective equipment
- Maintain safe work habits and a safe working environment
- Be aware of surroundings and avoid potential hazards or dangerous situations

## **Work Area & Documentation**

- Maintain a clean work area and promptly discards scrap materials, packaging and unused parts as necessary
- Organize all tools, parts, supplies and equipment so everything is easily accessible and presentable to customers
- Correctly enter identifying work order information into electronic repair order system with the associated completed service or repairs, including pictures
- Have and maintain adequate and organized tool sets. Respect and maintain shop tools / equipment

## **Process Improvements**

- Identify and suggest ways for the organization to improve the efficiency and quality of service processes
- Effectively assist with implementing and supporting improvements to service processes
- Complete all manufacturer required training as required:
  - All BRP technical updates
  - All other BRP training related to technicians
  - All Mercury E-Skills
  - All classroom courses as per management's request
- Regular usage of the "BRP Community" for technical questions and product knowledge development

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## Professional and Personal Development and Improvement

- Share in the team culture of continuous professional and self improvement
- Actively participate in all performance planning exercises and peer feedback requests
- Be accountable and strive to lead by example, regardless of employment capacity or role

## Work Schedule and Benefits

- 4 days a week; 10 hour shifts
- Occasional overtime required during busy times, with the option to bank time for time off with pay in slower season
- Group health, dental, life and disability benefits after 3 months of employment
- Mandatory enrolment in employer matching pension plan after 1 year of employment
- Must display reliable attendance and schedule time-off with advance notice

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## Requirements

### Educational and experience requirements include:

- 5 years relevant experience in a Service Technician role
- Formal training in a related vocational program would be preferred
- Proven ability to correctly diagnose and correct problems with products or equipment
- Proven ability to consistently meet work schedules
- Ability to meet all physical requirements of the job
- Above-average computer skills for using electronic work order and diagnostic systems
- Basic knowledge of equipment safety and procedures
- Basic math and problem-solving skills
- Strong work ethic and consistent attendance
- Proven ability to recommend process improvements
- Demonstrated ability to maintain organization and safety

With continued commitment to the ongoing enhancement of a first class and engaged team culture, Gibbons Motor Toys is awarded one of Boating Industry Canada's Employers of Choice.

[http://boatingindustry.ca/featured-articles/7848-m-p-mercury-and-gibbons-motor-toys-earn-employer-of-choice-award-recognition?utm\\_source=newsletter&utm\\_medium=email&utm\\_content=4760941&utm\\_campaign=](http://boatingindustry.ca/featured-articles/7848-m-p-mercury-and-gibbons-motor-toys-earn-employer-of-choice-award-recognition?utm_source=newsletter&utm_medium=email&utm_content=4760941&utm_campaign=)

Please submit resume along with cover letter that highlights key qualifications to [careers@abgmt.com](mailto:careers@abgmt.com)