

Marine Service Technician – Salmon Arm, BC

Job description

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 dealership with stores in Salmon Arm, BC and Gibbons, Alberta. We retail and service KingFisher and Coyote boats, Mercury engines and more. We stock a large variety of parts and accessories for all your boating needs. With over 35 years of experience, our sales, parts, and service departments provide the best knowledge in the industry, and we are currently looking to add to our Service Team in the Salmon Arm store!

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 and rigging work, meeting daily work schedules, demonstrating strong product knowledge, customer service, work area organization, safety and continuous improvement.

Department: Service Department

Reports To: BC Parts & Service Manager

Key Responsibilities

Quality of Work

Perform high quality service, repair, and rigging 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

Perform detailed boat rigging with meticulous, high quality results

Time Management

Complete all assigned tasks according to work order estimates and daily work schedule

Identify the most efficient way to safely complete scheduled assignments and strive for improved efficiency through increased knowledge and experience

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)

Must display reliable attendance and schedule time-off with advance notice and approval, taking into consideration busy times

Customer Service

Skillfully repair and service a wide variety of products from multiple manufacturers
Maintain a positive and friendly attitude toward all 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 workorder 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 Mercury E-Skills
All classroom courses as per management's request
Work Schedule and Benefits

Summers Hours - Monday to Friday 8:30am to 5:30pm
Winter Hours – Monday to Friday 9:00am to 4:00pm
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
Requirements

Educational and experience requirements include:

Relevant experience in a Service Technician role or training in a related vocational program
Mercury accreditation considered an asset
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=

Please submit resume along with cover letter that highlights key qualifications to careers@abgmt.com

Reference ID: STB012020

Expected start date: 2021-02-01

Job Types: Full-time, Permanent

Salary: \$24.00-\$35.00 per hour

Thanks so much,