

# JOB DESCRIPTION

TITLE: Service Technician

FUNCTION: Under general supervision of the Service/Production Manager, is responsible for the delivery and service of all products not classified as "common DME" or disposable.

## HAS SUCH DUTIES AS:

1. Is responsible for repair of all products and equipment. On site service is to be completed according to a pre-arranged appointment in a timely manner. Is responsible for assigned evening and weekend on call duty according to schedules. Provides high level of customer service at all times.
2. Is responsible for instructing patients on proper use and care of equipment (except transfer techniques). Must maintain high level of product knowledge on all oxygen and DME.
3. Is responsible for seeing that all paperwork relevant to the position is returned thoroughly completed without errors.
4. Is responsible for maintaining the physical and mechanical condition of his/her assigned company vehicle and work area (e.g., Service Shop).
5. Is responsible for other tasks as requested by the Service/Production Manager.

## POSITION REQUIREMENTS:

1. High school diploma or equivalent.
2. Prior home health care experience preferred.
3. Good communication skills.
4. Must be able to lift heavy items regularly.
5. Must be able to read, write and speak English fluently.





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**Judgment and Decision Making:** 0 1 2 3

- 1) Consults with supervisor when unusual or urgent situations occur. Does not make impulsive decisions.
- 2) Decisions are always based on policies and procedures.

**Supportive Documentation and Comments:** \_\_\_\_\_ **Total Points:** \_\_\_\_\_

\_\_\_\_\_ **Average:** \_\_\_\_\_

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**Reliability and Initiative:** 0 1 2 3

- 1) Arrives on time at start of the work day.
- 2) Returns promptly from lunch/breaks.
- 3) Provides proper notification for scheduled absences.
- 4) Follows procedures for reporting tardiness.
- 5) Attends to personal affairs without letting them disrupt work schedule.
- 6) When requested, is willing to work additional hours.
- 7) Recognizes the needs for and performs additional, unassigned tasks.
- 8) Helps coworkers.
- 9) Maintains work area in an orderly manner.

**Supportive Documentation and Comments:** \_\_\_\_\_ **Total Points:** \_\_\_\_\_

\_\_\_\_\_ **Average:** \_\_\_\_\_

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**Safety and Infection Control**

- 1) Is knowledgeable on infection control practices.
- 2) Demonstrates knowledge of safety policies and procedures.
- 3) Completely understands and can describe emergency/disaster procedures (e.g., what to do in the event of a disaster)

**Supportive Documentation and Comments:** \_\_\_\_\_ **Total Points:** \_\_\_\_\_

\_\_\_\_\_ **Average:** \_\_\_\_\_

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## Service Technician Assessment Report

N/O Not Observed	1 Unsatisfactory	2 Needs Improvement	3 Meets Expectations	4 Exceeds Expectations	5 Exemplary
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Assessment Date:

### General:

**Appearance:** Reflects professionalism and adherence to dress code as stated in the company's policy and procedures manual, personnel policy section.

N/O	1	2	3	4	5
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Comments:

**Dependability:** is punctual and works scheduled hours (part-time/full-time), with minimum absence and/or requested personal time off.

N/O	1	2	3	4	5
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Comments:

**Responsibility:** Demonstrates accountability and trustworthiness as a staff member/representative of

N/O	1	2	3	4	5
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Comments:

**Learning Aptitude:** Capacity for learning and general suitability.

N/O	1	2	3	4	5
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Comments:

General (cont.):

Retention: Ability to recall and apply learned and experienced technical skills in the performance of assigned tasks.

N/O            1                    2                    3                    4                    5

Comments:

Communication skills, written:

N/O            1                    2                    3                    4                    5

Comments:

Communication skills, oral:

N/O            1                    2                    3                    4                    5

Comments:

Performance:

Productivity, in shop & field:

N/O            1                    2                    3                    4                    5

Comments:

Understanding/Execution of Return Authorization (R.A.) procedures:  
Coordination, proper routing and filing of return authorization forms.

N/O            1                    2                    3                    4                    5

Comments:

**Performance (contd.):**

**Understanding/Execution of Service Repair Orders (SRO) and Service Repair Requests (SRR):** Generation and proper routing of forms associated with repair orders.

N/O            1                    2                    3                    4                    5

**Comments:**

**Demonstrated ability in determining client pay sources:**

N/O            1                    2                    3                    4                    5

**Comments:**

**Understanding, and ability to explain, costs, prior authorization and other required information, to clients:**

N/O            1                    2                    3                    4                    5

**Comments:**

**Skills; Troubleshooting/Evaluation of Equipment:**

**Demonstrated ability to troubleshoot and repair, various makes and models, manual wheelchairs:**

N/O            1                    2                    3                    4                    5

**Comments:**

**Demonstrated ability to troubleshoot and repair, various makes and models, power mobility bases, MECHANICAL:**

N/O            1                    2                    3                    4                    5

**Comments:**

**Skills; Troubleshooting/Evaluation of Equipment:**

**Demonstrated ability to troubleshoot and repair, various makes and models, power mobility bases, ELECTRONICS & ELECTRO-MECHANICAL:**

N/O            1                    2                    3                    4                    5

Comments:

**Scooter evaluation and repair, various makes and models, MECHANICAL, ELECTRO-MECHANICAL & ELECTRONICS:**

N/O            1                    2                    3                    4                    5

Comments:

**Evaluation and repair of Liftchairs, various makes and models, MECHANICAL & ELECTRO-MECHANICAL:**

N/O            1                    2                    3                    4                    5

Comments:

**Demonstrated ability to troubleshoot and repair Hospital Beds, various makes and models, MECHANICAL & ELECTRO-MECHANICAL:**

N/O            1                    2                    3                    4                    5

Comments:

**Demonstrated ability to set-up, operate and instruct oxygen equipment, esp. oxygen concentrators, oxygen tanks and their associated valves and fittings:**

N/O            1                    2                    3                    4                    5

Comments:

Skills; Troubleshooting/Evaluation of Equipment (cont.):

Demonstrated ability to properly install and repair various seating systems and their related components:

N/O            1                    2                    3                    4                    5

Comments:

Overall technical skills and aptitude:

                  1                    2                    3                    4                    5

Comments:

## PERFORMANCE EVALUATION SUMMARY SHEET

POSITION: \_\_\_\_\_

	QUALITY OF WORK	QUANTITY OF WORK	KNOWLEDGE OF JOB	JUDGMENT AND DECISION MAKING	RELIABILITY AND INITIATIVE	OVER ALL RATING
#OF POINTS						
#OF STANDARDS						
AVG.						

Developmental Goals & Training needs:

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Employee Comments:

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Supervisor Comments:

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Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_