

Position: Service Technician

About Interstate Supplies & Services

Interstate Supplies and Services (ISS) has been providing superior service to customers since 1995. With over 25 years of experience and a commitment to excellence, we have earned our reputation as the best Outdoor Power Equipment Store in the Charlotte Metro Area. We offer the highest quality of products and services available in today's market.

Located in Stallings, NC (just outside of Matthews), we specialize in Outdoor Power Equipment (OPE). Offering Sales, Parts and Service, we truly are a one stop shop.

We carry most of the nation's (and world's) leading brands of OPE. Some of our brands include Stihl, Echo, Exmark, Wright, Hustler, Bradley Mowers, Billy Goat, and Greenworks Commercial (just to name a few). We at ISS do everything from sales to service on these brands to ensure customers can count on us for ANY OPE needs.

As a family-owned business, we find it important to distinguish ourselves from the big box retailers and other chains. We pride ourselves on delivering the best deals to our customers with great customer service. Our customers include both residential and commercial accounts, so we carry a wide range of products. It is our goal to understand each customer and their individual needs.

Job Responsibilities:

General Responsibilities:

- Repair and maintain small engines, large lawn equipment, mowers, tillers, and other related vehicles and equipment
- Diagnose small engine problems
- Maintain shop area cleanliness
- Collect and dispose of trash
- Clearly explain (if called upon) the diagnosis and repair of the machine in question to the customer's satisfaction
- Continually seek both technical and product training when available
- Demonstrate accuracy and thoroughness; improve and promote quality; and monitor own work to ensure quality
- Observe all safety and security procedures - Report potentially unsafe conditions and use equipment and materials properly
- Treat management and other employees with respect and contribute to building a positive team spirit
- Follow instructions and promptly respond to management direction
- Work with integrity - Always uphold company values
- Perform related responsibilities/accountabilities as required or directed

Daily Responsibilities:

- Begin each workday with a positive attitude by encouraging each technician to meet his/her daily and weekly goals
- Work to develop a sense of "team" in the service department and across other departments
- Repair or overhaul small engines and related mechanical or structural parts for a variety of equipment types

- Perform repairs within the time parameters as established by flat rate time or billed time with proper diagnosis
- Maintain an orderly and clean work area - Assist in keeping the entire shop clean and orderly
- Collect and dispose of trash
- Establish and maintain a positive working relationship with employees, vendors, and customers
- Respond promptly to customer needs and manage difficult customer situations
- Completely fill out and turn in all work orders

Weekly Responsibilities:

- Study and review all relevant product repair updates
- Inspect, clean, and maintain all equipment used
- Report to the shop supervisor any hazards or faulty equipment
- Meet with supervisor to discuss the weekly repair trends, comebacks, and service problems

Monthly/Quarterly/Annual Responsibilities:

- Meet with supervisor to discuss and review individual performance

Job Requirements:

- Must continually be able to lift and handle heavy loads up to **70 lbs.**
- Must have good eyesight (correctable to 20/20) and normal hearing for diagnostics and troubleshooting equipment

Our Values

Leadership

At ISS, our customers always receive the quality and service that one would expect from a leader. Our company is in a state of constant evolvement as the needs of our customers and the state of the market is perpetually shifting. By working with us and shopping our store, our customers can rest easy knowing that they are getting the latest developments in the industry. By staying focused on being a leader of the industry, we only hire the best. Our sales representatives are extremely knowledgeable and ready to assist customers over the phone or in person.

Customer Relations

Our utmost priority is customer satisfaction. The customer is important to us, so they can expect us to go the extra mile for them and/or their business. Our superior customer service is the hallmark of Interstate Supplies and Services. We pride ourselves on partnering with our customers to ensure an awesome in-store or over-the-phone experience.

Our friendly and professional staff is always willing to work with the customer to achieve the best possible outcome. It does not matter if they are looking to get some blades sharpened or to buy a whole new mower, they will be treated equally.

Teamwork

Our store could not function without good teamwork from every employee. Many times throughout a day, a call will come in or a customer will walk through the door that requires multiple employees' attention. We rely on good communication and transparency between our employees.

Teamwork goes beyond working well with your fellow employees and extends to our customer base. We understand that every person walks in here with a different goal in mind and it is our job to help them reach that goal. We partner with the customers and include them as part of our team to ensure we tailor the experience of each customer.

EEO Disclosure Statement:

Interstate Supplies & Services is an equal opportunity employer. In accordance with anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. Interstate Supplies & Services prohibits

discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law. Interstate Supplies & Services conforms to the spirit as well as to the letter of all applicable laws and regulations.