

# Service Shop Preventative Maintenance Technician

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This position is responsible for the operation of a department. An individual in this position will be expected to perform additional job related responsibilities and duties as assigned and/or necessary.

## Essential Functions

*An individual must be able to successfully perform the essential functions of this position with or without a reasonable accommodation.*

Receives fuel drops and conducts fuel sampling by monitoring the drop to ensure safety compliance; following procedures for fuel additives; monitoring tank levels before and after the drop; collecting and preparing fuel samples for analysis and shipping; and completing appropriate paperwork.

Performs basic to intermediate inspections, preventative maintenance, repairs, and replacements following company guidelines on all Walmart equipment (for example, trailers, tractors, yard trucks, shop equipment, service vehicles) by creating and processing work orders; assessing maintenance, repair, and replacement needs; identifying needed parts and possible solutions; selecting the best possible solution; conducting maintenance, repairs, and replacements (for example, repairing and replacing brake system components such as air, anti-skid, S-cam, ABS, disc brakes, replacing leaky wheel seals, dismounting/installing tractor trailer tires) following company and Department of Transportation (DOT) guidelines and requirements; communicating with individuals or groups (for example, customers, suppliers, associates) verbally and in writing; and completing work orders, records, logs and other written or computer-based documents according to established procedures.

Complies with company policies, procedures, and standards of ethics and integrity by implementing related action plans; using the Open Door Policy; and applying these in executing business processes and practices.

Completes work assignments and priorities by using policies, data, and resources; collaborating with managers, co-workers, customers, and other business partners; identifying priorities, deadlines, and expectations; carrying out tasks; communicating progress and information; determining and recommending ways to address improvement opportunities; and adapting to and learning from change, difficulties, and feedback.

## Competencies

*An individual must be proficient in each of the competencies listed below to successfully perform the responsibilities of this position.*

**Basic Fleet Maintenance Operations - Maintains, repairs and performs preventative maintenance on trailer equipment safely and correctly.** Repairs trailer components correctly with limited supervision. Informs management about housekeeping opportunities, harmful working conditions, and unsafe work practices. Identifies broken tools and missing supplies required for performing repairs on fleet equipment. Correctly completes work orders with description of condition, cause, and correction, including properly completing a warranty return tag as needed.

**Customer/Member Centered: Serve the Customer/Member - Shows care and concern when serving our customers/members.** Asks questions in order to understand customer/member needs. Uses policies and information in order to exceed customer/member expectations. Finds and uses the right resources (people, products, tools) at the right time in order to resolve customer/member requests.

**Judgment: Make Effective Choices - Uses policies, procedures, and/or guides to make good choices.** Uses data and facts in order to make day-to-day decisions and involves others as needed. Recognizes what might be a problem and informs those who can correct it.

**Planning and Improvement: Plan for and Improve Work - Accepts responsibility and meets expectations for own work.** Identifies steps needed in order to carry out work as required.

**Influence and Communicate: Share Information - Listens to others and asks questions to learn about what is needed.** Communicates the right information to associates and leaders when they need it. Communicates in a respectful and professional manner.

**Execution and Results: Get Results - Makes sure work is done correctly.** Works on top priorities first. Makes a consistent effort to get results. Meets deadlines. Takes action in order to solve problems so work can be completed in a timely manner.

**Ethics and Compliance: Perform to Ethical Standards - Follows company policies and procedures (for example, the Ten Foot Rule).** Shows integrity and ethical behavior in all work situations. Reports ethical and compliance issues promptly.

**Adaptability: Adapt - Adapts to changing work demands.** Stays focused on own work when faced with change or difficulties. Stays open to and learns from assignments and feedback.

## Physical Activities

*The following physical activities are necessary to perform one or more essential functions of this position.*

Observes associate, customer, or supplier behavior.

Enters and locates information on computer.

Moves up and down a ladder.

## Job Description

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- Moves up and down stairs.
- Squats, kneels, or crawls for extended periods of time.
- Creates documents, reports, etc., using a writing instrument (such as a pencil or pen) or computer.
- Grasps, turns, and manipulates objects of varying size and weight, requiring fine motor skills and hand-eye coordination.
- Safely operates motor vehicle or other large power equipment, requiring valid drivers license or certification as appropriate.
- Visually locates merchandise and other objects.
- Visually inspects equipment.
- Reaches overhead and below the knees, including bending, twisting, pulling, and stooping.
- Moves, lifts, carries, and places merchandise and supplies weighing up to 50 pounds without assistance.
- Apply sideways/upward/downward pressure to tighten and loosen hardware (for example, nuts, bolts).
- Stand for extended periods of time.
- Sit for extended periods of time.
- Walk within work area for extended periods of time.
- Differentiate sounds in order to inspect and maintain equipment, identify potential hazards, or recognize safety alarms.
- Lift, push, pull, and carry tools, objects or equipment above shoulder level without assistance.
- Communicates effectively in person and by using telecommunications equipment or electronic voice control equipment.
- Visually verifies and reads information, often in small print.
- Wear personal protective equipment (PPE) as required, which could include, but not be limited to lifting protection, fall protection, eye protection, hearing protection, respiratory protection, chemical protection, climate protection and electrical protection such as protective footwear.

## Work Environment

*Working in the following environment is necessary to perform one or more of the essential functions of this position.*

- May work with substances that require special handling
- Works in areas requiring exposure to varying temperatures, extreme heat or cold, and/or wet, damp, or drafty conditions.
- Works at heights, including on roofs, on scaffolding, or in ceiling spaces.
- Moves over sloping, uneven, or slippery surfaces.
- Work overnight, weekends, and varying shifts.
- Work indoors for extended periods of time.
- Move through narrow, enclosed, or elevated spaces.
- Work outdoors for extended periods of time.
- Work in areas with high noise levels that may require hearing protection.

## Entry Requirements

### **Minimum Qualifications**

- Valid state-issued driver's license.
- Brake inspection qualified as defined in the Federal Motor Carrier Safety Administration regulations, Section 396.25, which includes one of the following: successful completion of a brake maintenance or inspection training program sponsored by a brake or vehicle manufacturer or similar commercial training program OR 1 year's experience performing brake maintenance or inspection in a motor carrier maintenance program OR 1 year's experience performing brake maintenance or inspection at a commercial garage, fleet leasing company, or similar facility.
- Vehicle Inspection qualified as defined in the Federal Motor Carrier Safety Administration regulations, Section 396.19, which includes one of the following: Successful completion of a state or federal training program or has a certificate from a state or Canadian province which qualifies the person to perform commercial vehicle inspections OR successful completion of a truck or trailer manufacturer sponsored training program or similar commercial training program designed to train students in truck operation and maintenance OR 1 year's experience as a mechanic or inspector in a motor carrier maintenance program OR 1 year's experience as a mechanic or inspector in truck or trailer maintenance at a

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commercial garage, fleet leasing company, or other similar facility OR 1 year's experience as a commercial vehicle inspector for a state, provincial, or federal government.

#### ***Preferred Qualifications***

- 2 years' experience in trailer inspection and mechanical repair.
- College or technical school level coursework in Heavy Duty Truck/Trailer Maintenance.
- Automotive Service Excellence (ASE) Brake Certification.
- Both Class A Commercial Driver's License (CDL) and Department of Transportation (DOT) driver's certification.
- 1 year's experience using computer applications (for example, email, spreadsheets, word processing).
- DOT vehicle inspection certification.

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**Signature**

I have read and understand the essential functions for this position and certify that:

\_\_\_\_\_ I have the ability to perform the essential functions of this position either with or without a reasonable accommodation.

\_\_\_\_\_ I do not have the ability to perform the essential functions of this position either with or without a reasonable accommodation.

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Associate/Applicant Printed Name

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Associate/Applicant Signature

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Date