



POSITION DESCRIPTION

Date: 10-26-20
Prepared by: HR Department
Approved by: President
Title: Foreman
Reports to: Shop Supervisor

Purpose of Position: To have a principal role in developing and supporting an assigned technician team. To lead by example following service department processes, procedures, and systems while practicing UKTS' core values.

Requirements:

- Education – This position requires a Highschool diploma or equivalent with 3 to 5 years of industry related experience and/or training as a plus.
- Language Skills - Requires the ability to read, write, communicate, and interpret accurately in English. Employee must demonstrate the ability to interact tactfully, positively and strategically with our UKTS team.
- Computer Skills – Strong knowledge and experience in using service operating systems a plus. The ability to quickly and efficiently navigate Windows based software. Use of all current technology as a communication and efficiency tool is a must.

The Team Leads primary job responsibility is to perform trailer diagnostics and repairs. In addition, the Team Lead will also be responsible for answering technical repair questions for the 3-4 technicians on their team. The Team Lead will report directly to the Shop Foremen. The Team Lead will guide, teach, and train their team members to ensure an average team efficiency of <100% and productivity of <90%.

Required Skills and Core Competencies:

- Servant Leadership – leading by example and with humility.
- Expectations include the ability to diagnose, repair, and guide technicians in the following with little or no supervision:
 - Electrical Systems
 - Structural Repairs
 - Chassis Repairs
 - Hydraulic / Air Brake / ABS systems
 - Lift Gate Systems
 - Reefer Systems
 - D.O.T. Inspections
 - Perform all levels of preventive maintenance
 - Identify warrantable repairs and document using provided UKTS processes
 - Maintain work area appearance and safety
- Must be able to keep up in a fast-paced environment.
- Ability to multi-task, prioritize, and manage time effectively.
- Excellent communication skills.
- Excellent organization and planning skills.



- Excellent verbal and written communication skills.
- Problem solver.
- Works well individually and as a team
- Has supervised 1-5+ people (preferred but not required).
- Capable of articulating to employees and management the current production status/needs.
- Toolbox with all UKTS required tooling.
- Ability to score 85 or higher on our Technician Skills Evaluation Sheet.

Essential duties and responsibilities:

- Servant Leadership
- Safety Leadership
- Maintain a personal productivity percentage of 70%
- The ability to lead, manage, and hold people accountable (LMA)
- Exhibit a strong sense of urgency and constant focus on your team's daily efficiency (110%) and production (90%).
- Perform all Courtesy inspections (Record360)
- Perform all Quality Checks on completed repairs, record using Microsoft O365.
- Monitor and ensure repair order quality (i.e. stories, parts billed, efficiency).
- Back up for Shop Supervisor
- Technician training and development
- Providing the ultimate customer experience (UCE)
- The ability to diagnose, repair, and guide technicians in the following without supervision:
 - Electrical/ABS Systems
 - Structural Repairs
 - Chassis Repairs
 - Hydraulic / Air Brake / ABS systems
 - Lift Gate Systems
 - Reefer Systems
 - D.O.T. Inspections
 - Perform all levels of preventive maintenance.

Work Environment:

The Work environmental characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position requires the ability to apply common sense understanding to carry out instructions furnished in writing, oral, schedule or diagram form and the ability to use sound judgment when faced with complex circumstances.
- The ability to deal with problems involving several variables in standardized situations is essential, while maintaining a professional, calm manner when negotiating with a difficult customer or employee.
- The position is assigned to the service area where noise levels are moderate to high.
- The physical exertion is moderate to heavy. The employee must be able to lift and or move up to 100 pounds.
- Requires the ability to operate a personal computer, smart phone, multi-line phone, calculator and other basic office equipment.
- It will require using safe operation of a tow motor or pallet jack as needed.
- The position will require the use of electric tools, air operated tools, welding equipment, and hand tools used for performing repairs on trailers.



- A valid driver license will be required to operate UKTS vehicles.
- Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.
- UKTS reserves the right to revise or change job duties and responsibilities as the need arises. This position description does not constitute a written or implied contract of employment.

Standards:

- Maintain a clean and organized work area always.
- Adhere to all company policies, procedures and standards.
- Display a professional and positive attitude toward customers and co-workers.
- Be trustworthy, confidential and self-motivated.
- Be a strong team player.
- Maintain a professional appearance.
- Maintain verbal and written communications as required.
- Continually seek professional and personal growth.
- Maintain professional and friendly attitude always.

Signing on behalf of this position and agreeing to accept all of its responsibilities.

Signed _____ Date: _____

Foreman

Signed _____ Date: _____

VP of HR