

## BODY SHOP "A" TECHNICIAN (BIH)

### Full Time

Full-time

### Description

#### POSITION SUMMARY

The Body Shop "A" Technician has a working knowledge of heavy truck collision and paint repairs and must be proficient in preparing units for paint work. The Body Shop "A" Technician will work alongside other facility employees and customer service employees to achieve optimum efficiency and excellency in customer service, in keeping with the values and vision of Glick Fire Equipment.

### Job Location

Bird In Hand, Lancaster County

### ESSENTIAL DUTIES AND RESPONSIBILITIES

#### Leadership

- Communicate and reinforce the Glick Fire core values and vision statement.
- Project and assert a favorable image and culture with employees, customers, and vendors.
- Demonstrate by personal example the service excellence and integrity expected from all employees by representing Glick Fire in a professional manner within our company, to the general public, and with other organizations.
- Establish and maintain good working relationships with customers, to encourage repeat and referral business.
- Maintain a professional appearance and behavior.
- Proactively request assistance from manager.
- Report employee commendations or issues to manager.
- Recommend new approaches, processes, and procedures to continually improve the efficiency of the Bird-In-Hand and Zelienople Body Shops and Glick Fire.

#### Essential Duties

- Review each repair order to understand repairs needed prior to beginning work on the apparatus.
- Develop appropriate and efficient methods for each job.
- Thoroughly inspect apparatus for structural damage.
- Removal of damaged body parts; including trim on blend panels.
- Disassemble damaged and undamaged parts in preparation of paint and/or body work.
- Hammer out and repair dents, dimples and other body damage.
- Repair and prime damaged areas.
- Sand, primer, and prepare panels and parts for paint.
- Paint repaired areas, sand and polish to Glick Fire standards.
- Reassemble apparatus after polishing.
- Install, repair and weatherproof windows and windshields.
- Retain an inventory of personal tools needed to perform essential tasks and take responsibility to obtain tools needed to perform job duties.
- Ensure proper care, storage and inventory of shop and specialty tools.
- Prepare apparatus and parts for painting using proper techniques, equipment and materials.

- Paint and prime surfaces in the spray booth.
- Assist with maintaining spray booth mixing room and equipment.
- Assist with maintaining all shop equipment, including air compressors.
- Report building and equipment repair needs to manager.
- Complete work orders and timecards in a timely fashion.
- Remove and install graphics.
- Ensure customers are greeted promptly and with respect.
- Work collaboratively within the company to advance values of teamwork, innovation, customer service, professional development and meeting challenges.
- Develop respectful and cooperative relationships with co-workers, including a willingness to assist where needed.
- Perform other job-related duties within the scope of this job classification as assigned.

### **General**

- Perform high-quality work and maintain a high level of customer satisfaction to minimize call-backs.
- Ensure quality control to all vehicles in our care and custody.
- Ensure a clean and safe working environment.
- Maintain and wear all required safety and health personal protective equipment.

### **REQUIRED KNOWLEDGE AND SKILLS**

- This position requires working knowledge and experience with automotive or heavy-duty truck parts, functions and repairs of damaged body parts, with a preference to heavy-duty trucks.
- Strong organizational, communication and collaborative skills.
- Critical thinking skills to assess damage and determine how to make repairs.
- Excellent problem-solving skills, including the ability to maintain composure under stress.
- Must be quality conscious, detail-oriented and pay close attention to accuracy.
- Highly professional, dependable and demonstrated ability to work alone and have confidence in decisions.
- Ability to read, write, comprehend and verbally communicate instructions in English.
- Ability to run dual action sanders, grinders and miscellaneous hand tools.
- Ability to spray primers and paint.
- Ability to read and interpret work orders to determine work to be performed.
- Ability to determine proper surface condition for acceptance of paint and prepare if required.
- Must have full knowledge of quality requirements to produce acceptable finish to Glick Fire standards.
- Must be able to spray apparatus and parts with acceptable quality level.
- Must have general knowledge of OSHA and EPA standards.
- Ability to perform all operations within acceptable quality and time standards.

## **MINIMUM QUALIFICATIONS**

We obviously have some key requirements in terms of what we are looking for in an employee. Ideally, you will have the following qualifications – but if you don't check all of the boxes then we'd still like to hear from you if you think you can clearly demonstrate your ability to excel in the role.

- High school diploma or general education degree (GED) required.
- PA Commercial Driver's License with air brake & tanker endorsement is preferred, a valid driver's license is required.
- A minimum of 5 years body shop experience strongly preferred; with at least a minimum of two years autobody/HD truck repair experience and two years of automotive/HD truck or commercial painting experience.
- Microsoft Office programs – intermediate skills.
- Effective communication (verbal and written) and interpersonal skills required.
- Excellent problem-solving skills required.
- Must be a self-starter and have a high level of personal drive for success.
- Ability to work in a high performance, fast-paced team environment.
- Ability to adapt to and work effectively within a constantly changing environment.
- Ability to take ownership and responsibility.
- Trustworthy, responsible, organized and detailed.

## **DESIRED CERTIFICATIONS**

- Collision Repair and Refinishing
- Automotive Service Excellence (ASE)
- Painting Certifications (DuPont, Sikkens, etc.)

## **PHYSICAL REQUIREMENTS AND WORKING CONDITIONS**

### **Physical Requirements**

- Standing and Walking: Standing for extended periods of time and/or walking distances (1 or more miles).
- Sitting: Ability to work in a seated position for extended periods of time.
- Lifting: Ability to safely lift up to 100 pounds; use proper lifting techniques including bending at the knees.
- Climbing: Ability to ascend 10 ft. or more up ladder(s).
- Manual Dexterity: Ability to perform multiple work activities requiring a significant level of physical and mental coordination and manual dexterity; repetitive tasks.
- Visual: Ability required includes close, distance and depth perception; acuity for driving; reading literature; industry warning signs and instruments; and computer screens.
- Mobility: Ability to operate a motor vehicle, and reach, push, pull, stoop, bend, and squat.
- Reflexes: Ability to quickly and automatically respond to emergency and safety situations.

## **Working Conditions**

Work is performed indoors with exposure to noise, vibration, dust, fumes, gases, paint and potentially hazardous and non-hazardous materials. Work is in and around moving vehicles and machinery.

- Production Floor
- Paint Booth

## **WORK SCHEDULE**

- Monday through Friday, 7:00 a.m. – 3:30 p.m.
- Occasional overtime may be required

## **SUPERVISORY RESPONSIBILITIES**

- No supervisory responsibilities for this position.

## **TRAVEL**

- 5% – occasional daytime travel to local fire stations

## **OTHER DUTIES**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Glick Fire retains the right to change or assign other responsibilities at any time with or without notice.

## **EEO STATEMENT**

Glick Fire is committed to hiring a diverse and qualified workforce. We will not consider any characteristic or category protected by state or federal law in hiring or employment decisions, including but not limited to race, national origin, color, religion, sex, sexual orientation, gender identity, disability, age, status as a parent, or genetic information.