



**Position:** Service Technician

*(Journeyman certification or equivalent work experience required in Heavy Duty or Truck and Trailer only.)*

**Location:** Mt. Pearl, NL

**Reports to:** Service Manager

**Anticipated Start Date:** ASAP

**Status / Shift:** Full-time; Day Shift

**About Us:**

Royal Freightliner Inc., a new division of Nova Enterprises Limited, is a Freightliner dealership located in Mt. Pearl, NL. We are a dynamic company within a competitive market.

**Position Profile:**

Taking direction from the Foreman, the Service Technician diagnoses and completes repairs and/or services on heavy-duty trucks/buses and transportation equipment to ensure customer satisfaction.

**Responsibilities:**

- Diagnoses problems by interpreting information relayed by the customer, visual inspections, road testing and/or using various diagnostic tools to determine repairs needed.
- Reports findings and recommends repair and/or replacement of parts.
- Completes mechanical, electrical, air systems, or general repairs/service (i.e. transmissions, brakes, grease jobs, differential overhaul etc.)
- Updates service counter of any unforeseen problems or completion time changes so the customer can be notified.
- Tests and inspects repairs to ensure quality work that meets all standards and determines need for other possibly unrelated repairs.
- Writes repair "story" on work orders to document repairs completed and problems or unusual situations encountered during repairs.
- Maintains company tooling and equipment as well as general shop housekeeping to promote a safe work environment.
- May be responsible for providing guidance to apprentice technicians during repairs.

**Education & Experience:**

- Journeyman, Red Seal certification or equivalent work experience is required
- Minimum of 3 years' experience
- Experience and/or training on Detroit Diesel and Cummins Engines, Freightliner and Western Star Truck Systems, Eaton / Allison / Detroit Transmissions would be an asset
- Valid Driver's License (for road testing)
- Good physical condition to perform physically demanding duties

**Skills:**

- Must have the aptitude to continually learn and upgrade skills/knowledge in the trade
- Positive attitude and team player
- Strong communication skills, patience and commitment to the customer
- Demonstrated problem-solving and analytical skills
- Basic computer knowledge and ability to learn in-house programs
- Mechanical aptitude, manual dexterity, good hand-eye coordination, strength, stamina & agility

**Join our Team! We offer:**

- Competitive compensation
- Signing Bonus
- Comprehensive health benefits plan
- Company matching RRSP program
- OEM and Industry focused training
- Outstanding Work Environment

We invite you to apply by sending your resume and cover letter to the attention of

**Keith Coombs, Service Manager – [kcoombs@royalfreightliner.com](mailto:kcoombs@royalfreightliner.com) or fax 709.748.2189**

***NO PHONE CALLS PLEASE!***

*We thank all applicants for their interest but wish to advise that only those selected for an interview will be contacted.*

Job Type: Full-time