



New Job Opportunity- Mobile Technician/Mechanic

Turf Star Western (TSW) is seeking a Mobile Equipment Repair Technician/Mechanic. This is for the advanced mechanic and not an entry-level role! TSW is a leader in Commercial Turf, Consumer, Residential Landscape Contractor, and Construction equipment for the West Coast.

The Mobile Repair Technician is responsible for performing a wide range of mechanical and electrical repairs and maintenance work on commercial and contractor equipment, primarily at customer locations. This job requires ongoing communication, attention to detail, and always working in a safe manner. This position is physically demanding and requires an active individual. This role is required to be on their feet for 80% or more of their working time. The role requires mobility, complete use of both hands and legs to bend, kneel, or lay under equipment, and the strength to grip tools for repairs or equipment assembly. The ability to lift 75 pounds is necessary to perform job functions. The person in this position must be physically capable of meeting these demands. This position is exposed to various weather conditions and uneven walking surfaces.

Ensuring customer satisfaction and maintaining a Customer Satisfaction Index rating of 9+ (CSI 9+).

Territory assignment includes the counties of San Mateo, Santa Cruz and Monterey. Other counties as needed.

We are looking for individuals who will **always** represent Turf Star Western in a professional and ethical manner when working with all types of customers: internal, external, co-workers, management/ownership, vendors and the like. Solid professional communication skills and accepting constructive feedback in this job is essential.

Essential Job Functions:

- Safely operate a company vehicle.
- Repair small gas and diesel engines, hydraulic systems and/or electrical systems onsite at customer locations.
- Repairs are completed within the ascribed time and with a high degree of quality workmanship. The times are fair! We want you to succeed!
- Works within a structured appointment schedule, has the flexibility to make schedule changes as needed.
- Demonstrate a professional demeanor in all situations.
- Work within assigned territory with occasional need for overnight stays
- Undergo training and capable of implementing the knowledge acquired from it.
- Obtain industry-specific certifications.
- Ensure that service repair orders and other administrative tasks, such as daily electronic reporting of time and attendance, are completed accurately and in a timely manner every day.
- Consistently provide exceptional customer service.
- Work closely with the Field Services Manager to grow and improve both external and internal customer satisfaction.
- This is an active position. The candidate must be able to sit or stand for long periods of time and be able to lift 75 lbs. with assistance.

Job Qualifications:

Required:

- Eligibility: Must be eligible to work in the United States.
- 5 or more years of experience as a technician in a relevant field
- Education: High school education or equivalent.
- Evidence of specialized education in gas/diesel maintenance and repair.
- Motor Vehicle Record: Clean driving record is required.
- Proficient in Microsoft Office Outlook or other email programs demonstrating daily use for effective email management.
- Experience in using virtual conferencing solutions for remote meetings and collaborations.
- Customer service: Demonstrated customer service and effective communication skills.
- Traits: Reliable, organized, detailed, focused, and able to work independently with minimal supervision.

Preferred:

- Commercial lawn maintenance and construction equipment experience/knowledge, and work experience or specialized education in small engine mechanics.
- Familiarity with diagnostic software for engines and machine systems
- 5 years of experience as a Fleet Manager
- Bilingual in Spanish
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Job Offerings:

- Classification: Non-Exempt
- Job Type: Full Time/Temporary
- Monday through Friday. Weekends may be required during peak season and/or events.
- Work shift: varies, able to work overtime, based on season and business need
- Eligible for discretionary variable compensation.
- Paid 2 times a month (semi-monthly)
- Paid time off earned per pay period based on months of service
- Holiday Pay
- 401(k) Retirement Plan
- **Benefits package:** Turf Star, Inc partners with Insperity, under a Professional Employer Organization (PEO) partnership which offers medical, dental, and vision benefits. TSW paid for life and AD&D insurance. Health savings account and flexible spending account. In addition to ancillary benefit offerings, such as: life insurance, disability insurance, accident insurance, and critical illness insurance.

In compliance with the State of California, Turf Star, Inc provides a reasonable range of minimum compensation for jobs that may be hired in California. Actual compensation is influenced by a wide array of factors including but not limited to skill set, level of experience, and specific geographic area. For the State of California only, the range of pay for this job is \$33.00 - \$47.00 per hour.

Turf Star, Inc is an equal-opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic prohibited by federal, state, and/or local law.