

# Job Description & Compensation Plan

*Position:*

Copier Service Technician

*Department:*

Service

*Supervisor:*

Director of Service Operations

## **Copier Service Technician Job Description**

The Copier Service Technician is an integral part of the relationship between X Company and the customers that comprise their portfolio. This customer facing position is the “first responder” when customers present us with problems and issues with their equipment. This position may perform a wide array of job responsibilities including but not limited to:

- Complete training scheduled for you by your Field Service Supervisor.
- Communicate to Field Service Supervisor and the dispatcher on any accounts in which service response times cannot be met.
- Ensure that you are working to complete all calls in a timely manner.
- Communicate with Field Service Supervisors on problem equipment via phone or in person.
- Ensure that you are utilizing parts in the most effective way possible (i.e.- not replacing parts too early or too late causing other parts needing to be replaced).
- Go to Field Service Supervisors with any concerns or issues and do not complain to other technicians in order maintain high team morale.
- Meet with Field Service Supervisor at scheduled time set by them.
- Communicate with customers on what is being done while you are at their office.
- Ensure that you are following the Customer Call Back Procedure.
- Communicate poor performing machines to your Field Service Supervisor.
- Encourage the purchase of maintenance agreements for chargeable customers and turn these in as leads.
- Communicate to Field Service Supervisor when you think a Loaner Machine is necessary.
- Ensure all paperwork is completed in a timely manner.
- Ongoing training of Customer Service skills and ensure standards are maintained.
- Follow all procedures and company policies mandated by management.
- Display a professional attitude, conduct and appearance.

## **Organizational Relationships**

The Copier Service Technician reports directly to their Field Service Supervisor. The Field Service Supervisor (FSS) supports this position through technical assists, in person ride days, field inspections and phone support when needed. When the FSS is not available, the technician will work directly with the Director of Service Operations for additional support.

Additionally, the Copier Service Technician will interface with many other areas of the business. They will have a direct relationship with the Resource Coordinator to learn information about their calls and daily routing, the Inventory Logistics Manager to order and check on the status of parts and the Order Entry Coordinator should they be needed for any part of an installation.

## **Knowledge and Skill Requirements**

The Copier Service Technician must have a developed set of communication skills. An important part of their daily tasks include communication not only internally within X Company but also direct communication with customers. The proper communication must be executed so that the customers of X Company feel valued and important and are aware of the plan for their service call.

X Company requires each of the Copier Service Technician employees to possess a high level of computer knowledge that their jobs be done efficiently and accurately. Each manufacturer has provided manuals, field documentation and additional knowledge bases via online portals that each Technician must navigate and access daily.

A level of previous experience of copier service is preferred; however, X Company does not require that experience be a necessity. If there is no experience within this field, each prospective employee must possess the ability to learn and retain the proper information in order to learn how to become a successful Copier Service Technician.

## **Standards of Performance**

X Company has a preset standard of performance that each Copier Service Technician is held to. These performance standards measure the different statistics that make the Service Department as a whole successful in maintaining the profitability levels needed to sustain our business.

These standards of performance are observed and maintained on a quarterly basis. There is a corresponding quarterly bonus program that follows these statistics.

Please see next page for the list of these performance standards.

**X Company****Performance Standards**

	<u>FSS</u>	<u>Copier Service Technician</u>
<b>Minimum Inspections per Week</b>	1 per tech	N/A
<b>Minimum Calls per Day</b>	N/A	5
<b>Total Calls per Day</b>	Team Avg.	5
<b>Net Calls per Day</b>	Team Avg.	4.75
<b>Response Time</b>	Team Avg.	4
<b>Incomplete Rate</b>	Team Avg.	10%
<b>First Call Effectiveness</b>	Team Avg.	80%
<b>Parts Cost per Call</b>	Team Avg.	\$ 22.00
<b>Average Repair Time</b> (in hours)	Team Avg.	1.2
<b>Accountable Time</b> (in hours)	Team Avg.	7.5
<b>Minimum CBT Courses per Year</b>	<i>At management discretion</i>	
<b>Minimum Factory Schools per Year</b>	<i>At management discretion</i>	

**Base Compensation**

Each Account Specialist will receive a base compensation based on experience as well as at the discretion of the Director of Sales. The base compensation levels are as follows:

<u>Service Position</u>	<u>Base Compensation</u>	<u>Quarterly Bonus</u>
Copier Service Technician	\$15.00 per hour	Based on quarterly performance

Base compensation will be on the 15th and the last day of the month for the hours that you have worked. Any overtime that is worked will be paid at 1.5 times the normal base compensation.

## Quarterly Performance Bonus

Each quarter the Director of Service Operations, the appropriate Field Service Supervisor and field technician will meet to discuss the previous quarter's performance. The total potential bonus is comprised of eight (8) categories (as listed above in the performance standards). Based on the statistics that each technician holds for each category, you have the ability to earn up to the maximum dollar amount for that category. The bonus structure is as follows:

### **Employee Performance Review**

Name:		Date:			
	Benchmark	Current Tech Performance	Percentage to Benchmark	Future 90 Day Tech Performance Percentage Goal Time Frame thru	Potential Bonus for Each Benchmark
Gross Calls	5		0%		\$35.00
Net Calls	4.75		0%		\$35.00
Response Time	4		0%		\$35.00
Incomplete rate	10%		0.00%		\$35.00
First Call Effectiveness	80%		0.0%		\$30.00
Parts/Call	\$22.00		0%		\$75.00
Average repair	1.2		0%		\$75.00
Accountable time (Repair time + travel time)	7.5		0%		\$100.00
Potential Bonus Total					\$0.00

Bonus Schedule				
Within the categories of +Gross Calls + Net Calls + First Call Effectiveness +Accountable Time receive the corresponding bonus percentages:				
95 - 100%	90 - 94%	85 - 89%	80 - 84%	0 - 79%
100%	75%	50%	25%	0%
Within the categories of +Response Time + Incomplete Rate + Parts Cost per Call +Average Repair Time per call receive the corresponding bonus percentages:				
0 - 100%	101 - 105%	106 - 110%	111 - 115%	116 - Higher %
100%	75%	50%	25%	0%

Employee Comments:

Action Plan:

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Total Bonus Paid	
If total Accountable Time per day is:	You receive this percentage of total bonus:
95 - 100% of target	100% of total bonus
85 - 94% of target	75% of total bonus
75 - 84% of target	50% of total bonus
65 - 74% of target	25% of total bonus
0 - 64% of target	0% of total bonus
<b>Total Bonus Paid:</b>	<b>\$0.00</b>

## Additional Benefits

### Company Car

A company car is provided for use during business hours. A company gas card is provided for use of gas only during business hours. All insurance and maintenance is included, no vehicle related expenses should need to be paid out of pocket.

As an added benefit, the company car be used as a personal vehicle. There is a monthly fee for using this as well as strict guidelines that outline vehicle use and cleanliness. This will be reviewed at time of orientation.

### Cell Phone

A cell phone is provided with 500 anytime minutes and unlimited weekend minutes. Limited data is provided for field related work. Employee is responsible for all overages, downloads, ringtones, games and roaming charges.

### Laptop

A laptop will be provided upon request and availability. This is to be used for business use only and in compliance with X Company's Computer Use Policy.

## Additional Expectations

For ALL Employees to X Company's Service Team, we will strictly monitor the following:

- 1) No unexcused occurrences of Tardiness, Missing Work, or Leaving during working hours.
- 2) No form of violation of company policies and procedures as listed in employee handbook.
- 3) Completion and submittal of required daily service call.

*I received a copy of the above Service Compensation policy and understand that X Company reserves the right to change the above policy as a group or individual basis as deemed necessary at any time by X Company management. This document in no way is to be construed as an employment contract, nor a contract for any specific length of time as X Company is an "At-Will" employer as per the laws in the State of X. X Company management has the sole discretion of enforcement of the above policy.*

**Employee:**

**Employer:**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date