

PATRIOT TOWING & TRANSPORT INC

POSITION GUIDELINES

TOW TECHNICIAN

PRIMARY DUTIES

- Technician reports to Operations Manager for tow assignments and leadership for other assignments – Do not play leadership against leadership
- Technician will support and promote the company to the public as the primary revenue generator and face for company
- Technician must be able to lift 50lbs, bend over, climb on top objects, crawl, kneel, stand and sit for extended periods of time. There are no light duty operations here, work safe and smart
- Technician accepts that job requests may come 24/7 365, whether on duty or not. A consistent base pay (annual salary) will be maintained provided the technician consistently accepts at least 80% of off-duty call out requests, not including on-call jobs.
- Technician will accept and respond to all company beneficial tow/recovery type job requests 24/7
- Technician must daily apply initiative to be safe, learn company operations, gain knowledge/skills
- Technicians are expected to respond immediately to company cell phone 24hrs/day 365 days.
- Technician must consistently reside in area with ability to make 20-30 minute ETA's for police directed tows by having a rollback truck at place of residence (provided a truck is available) or live in close enough proximity to where a rollback is safely staged in order to make a 20-30 minute ETA's for police directed tows
- Technician will adhere to and apply all company policies, guidelines and/or promotional initiatives in order to protect or promote the company, staff as well as our valued customer. This includes log books and pre-trip inspections
- All compensations are based on knowledge/skills, initiative, application of company operational guidelines, positive working attitude along with job performance. Potential base pay increases are not based on time in rate, but are possible when staff member consistently demonstrates a true value to the team and company, provided the increase still falls within the company's capacity to pay extra base pay.
- Technician may only wear company logoed uniforms with reflective striping or company logoed reflective vests must be worn for all company-related business on public roadways. No third party or outside company apparel may be worn while conducting company business except for patriotic or manufacturer logos (this includes hats).

- Technician must be prepared to respond immediately to a job/task especially during the “typical” work shift. For example: If you typically respond during the 0630 – 1700 shift then be prepared to receive job/tasks by 0630
- Technician is expected to practice all skills/techniques taught until able to complete flawlessly. Technician will complete and maintain their personal “Training Certification” log book. Technician will be expected to function beyond basic training and adapt to whatever situations dictate
- Technicians are expected to pursue, if able, company paid technical trainings as warranted by our industry and company needs (wreckmaster certifications, hazmat certifications, licensing, etc) with obligations of service, if applicable.
- Technician will graciously accept from dispatcher any assigned job/tasks:
 - Ask questions pertaining to job/task; make suggestions that could improve performance and efficiency as part of your direct involvement to job/task. There are no assignment rules except that job/task falls within your skill capacity to perform.
 - Deal with dispatcher with complete respect, Do Not give any dispatcher a difficult time about doing an assigned job/task
 - You are responsible to complete all assigned job/tasks in a safe, professional (no citations, speed alerts, or property damage) manner. This includes ensuring payment except for charge accounts, acquiring all applicable pertinent job information along with adequate photos.
 - You are to ensure all appropriate info and notations are documented in reporting software along with completion of tickets. It is not the dispatcher’s responsibility to complete your assigned job tickets nor initiate them every time
 - You are responsible to track down any missing required job information and payments that you may have missed.
- Mishaps do happen and limits are pushed, however, if it is determined that the technician followed unsafe practices or were grossly negligent in performing your duties, which includes unsafe driving, then the technician will be responsible for the company insurance deductible (2500) and/or all the cost of the repairs
- Technician will self-direct themselves to work on as needed jobs or shop housekeeping tasks in between other specific towing assignments. This would include truck maintenance, keeping all trucks clean, polished, stocked and organized per inventory list daily and as towing load allows
- Technician will ensure all equipment/trucks are in good working order at least weekly, fluid levels, wire rope – Pre trip inspections daily!!!!
- Investigate/repair mechanical issues with trucks when able and capable (fuses, lighting, air leaks, fluid leaks etc)

NOTICE! All full time technicians start with company as an hourly but may move into the Lifestyle plan after the probationary 90 days. Failure/refusal to work under the above guidelines may force management to adjust individual support plans without notice.