

**Progression to Sr Service Technician**



Effective June 1, 2014

Updated July 1, 2017

Employee Name \_\_\_\_\_ Today's Date \_\_\_\_\_  
 Current Position \_\_\_\_\_ Time in Current Position Years \_\_\_\_\_ Months \_\_\_\_\_

	Yes	No	Comments
<b>JOB SKILLS &amp; EXPERIENCE</b>			
• Advanced Service technical training completed			
• Companion OQ Completed			
• Companion OJT Completed			
• Emergency Responder training completed			
• Qualified for & placed on standby rotation			
<b>PERFORMANCE</b>			
• Performs routine & emergency service tasks proficiently			
• Is highly responsible & accountable for performance			
• Has developed customer service savvy			
• Participates in ongoing learning & development			
• Requires minimal oversight & limited supervision			
• Exercises independent judgment to determine best approach to achieve desired outcomes			
• Can resolve most complex situations independently			
<b>COMPUTER SKILLS</b>			
• Proficient with email and navigating AtmoSphere			
• Proficient with work management system			
• Proficient with mobile computer			
<b>LEADERSHIP SKILLS</b>			
• Active involvement in company sponsored events, safety, wellness, community, etc.			
• Demonstrates ability to lead and train newer employees			
<b>COMMUNICATION SKILLS</b>			
• Demonstrates ability to exchange complex information with internal & external customers			
<b>SAFETY</b>			
• Advanced safety training completed			
• Heavily involved/leads in safety programs/efforts			
• Casts a positive safety shadow			
• Adheres to vehicle safety/maintenance practices			
• At fault safety violations while in current position			
• Utilizes safety equipment/PPE on all jobs			
<b>CULTURE</b>			
• Involved in leading culture efforts			
<b>DISCIPLINE</b>			
• Is employee currently in any step of discipline?			

Additional skills, knowledge, and/or experience:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Additional Comments:  
 \_\_\_\_\_  
 \_\_\_\_\_

I have reviewed the previous information and recommend the above named employee advance to the stated position

\_\_\_\_\_  
 Supervisor Signature

**Position information from June 1, 2014 Service Progression Plan (added Sept 2014)**

**Career Level:** Sr Service Technician

**Role:** Doing with minimal oversight. Able to provide oversight of less experience co-workers.

**Education/Experience:** High School or equivalent, 2 years minimum service experience. Demonstrated Service Technician 2 proficiency.

**Organization Scope:** Senior/fully functioning role. Performs all aspects of the function. May be asked to train and lead newer employees.

**Problem Solving/Critical Thinking:** Can resolve most complex situations independently. Considered SME for the function and is qualified to train more junior level employees. May refer a few complex situations to crew leader or supervisor.

**Supervision Received/Independent Judgment:** Requires limited supervision. Exercises independent judgment to determine best approach to achieve desired outcomes. Work involves only periodic review by supervisor.

**Direction of Others:** May be called upon to lead and train others

**Knowledge/Skills:** Emergency responder, works all service orders. Responsible for standby/callout. Contributes to the development of others. Has developed customer service savvy.

**Living AtmoSpirit:** Leading