

**TENTATIVE**

**Occ. Code 7347150**

**SERVICE & REPAIR MECHANIC (CORCRAFT), GRADE 12**

**New York State Department of Civil Service**

**Classification Standard**

**BRIEF DESCRIPTION OF CLASS**

Service & Repair Mechanics (Corcraft) install, repair, service, and sell/improve Corcraft products used throughout the State. Incumbents work directly with staff from Corcraft, Central Office, and correctional facilities, and may supervise others (i.e., State employees, contract employees, and inmates) in the performance of such duties.

These positions are only classified at the Department of Corrections and Community Supervision (DOCCS).

**DISTINGUISHING CHARACTERISTICS**

Service & Repair Mechanics (Corcraft), function as a direct liaison and manual worker with regard to the use, dissemination, and function of Corcraft products. All positions are in the non-competitive jurisdictional class.

## **RELATED CLASSES**

The Supervisor Installation and Repair is responsible for the management, coordination, and supervision of all installation and repair activities of Corcraft products. The incumbent oversees Service & Repair Mechanics (Corcraft) and work release inmate laborers.

## **ILLUSTRATIVE DUTIES**

Installs Corcraft products.

- Interacts with customers and other Central Office staff to determine installation job schedules.
- Measures area of installation site, allowing for fixtures, obstructions, etc.
- Determines most suitable type of product for customer needs.
- Draws product to scale on a blueprint.
- Formalizes product cost, including installation charges.

- Supervises and assists other staff and/or inmates in the delivery and placement of products at a job site.
- Supervises civilians and/or inmates in the installation of Corcraft products.
- Measures and draws plans for and install filler strips to achieve finished appearance.
- Maintains records of installation.

Repairs Corcraft products.

- Interacts with customers and other staff to determine repair schedules.
- Travels to job sites to investigate complaints.
- Makes on site determinations as to whether products should be repaired or replaced and recommends action to customers and supervisors.
- Prepares necessary paperwork when damaged goods must be replaced and coordinates with manufacturing facility, Central Office, Distribution Center, and purchaser for pick-up and replacement of damaged goods.

- Performs on-site repairs when possible.
- Arranges with manufacturing facility to have parts made which are necessary for repairing damaged goods.
- Discusses with customers any questions or problems which a customer might have to ensure customer satisfaction.
- Maintains records of repairs.

Services all Corcraft products.

- Contacts customers to ensure products are in proper working condition.
- Maintains products when contacted by a customer.
- Interacts with supervisors and customers to arrange schedule for service.
- Maintains records of services provided to customers.
- Interacts with customers via telephone and resolves any problems or questions that customers might have.

- Refers customers to supervisors for resolution of issues.

Sells and improves Corcraft products, and performs special projects when needed.

- Stays abreast of new products, changes in products, prices, descriptions, sales techniques, etc. to assist in the sales and improvement of Corcraft products.
- In the course of making repairs, installations, and/or servicing Corcraft products, notes any weaknesses or defects in products and makes recommendations to improve such products.
- During the course of servicing, repairing, or installing Corcraft products, suggests to customers additional or new products which they might need and takes orders, or for major orders, interacts with sales staff by putting them in touch with potential customers.

May supervise others in the installation and repair of Corcraft products.

- Determines staff assignments and priorities; reviews, monitors, and evaluates staff and work products; approves leave, track time and attendance, participates in performance evaluations; and trains staff.

## **MINIMUM QUALIFICATIONS**

**Non-Competitive:** one year of experience in the installation and repair of products similar to those sold by Corcraft, and one year of experience involving direct sales to commercial purchasers. A bachelor's degree in marketing or sales may be substituted for the one year of sales experience.

**NOTE:** Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.