

# NO RTEC JOB SPECIFIC SKILLS COMPETENCY

Updated 3/25/00

## ELECTRICAL APPLIANCE SERVICER (any industry)

DOT: 827.261-010 SVP 7

**Job Description:** Installs, services, and repairs stoves, refrigerators, dishwashing machines, and other electrical household or commercial appliances. Physical Demands - Mildly Active w/medium lifting, carrying, or moving (up to 50 lbs); General Educational Development - R4 M3 L3; Aptitudes - Above average Manual Dexterity - Average General Learning Ability, Verbal, Numerical, Spatial, Form Perception, Motor Coordination, and Finger Dexterity.

### CORE SKILL COMPETENCIES/INDICATORS:

1. Can pass Environmental Protection Agency certification exam. (S)Note: This item is a mandatory indicator for trainees who will purchase or work with refrigerants, and requires achievement documentation, not just rating (yes = 1; no = 0); Pre-Test deficiency = No; Post-test proficiency = yes
2. Can demonstrate an understanding of the principles of basic electricity and electronics. (S, T)
3. Can identify major electrical and electronic components of appliances. (S, T)
4. Can demonstrate an understanding of "fuzzy logic" technology. (S, T)
5. Can demonstrate ability to identify and appropriately utilize common hand tools, including screwdrivers, wrenches, files and pliers, as well as soldering guns and special tools designed for particular appliances. (R, S, T).
6. Can demonstrate ability to read and interpret blue prints, schematic drawings, and wiring diagrams. (IN, S)
7. Can demonstrate ability to read and interpret troubleshooting guides, service manuals, or manufacturer's specifications. (IN, S)
8. Can demonstrate ability to visually inspect appliances and check for malfunctions. (R, IN, S, T)
9. Can demonstrate ability to disassemble variety of appliances for the purpose of evaluating deficiencies. (R, IN, S, T)
10. Can demonstrate the correct use of testing devices, such as wattmeters, ammeters, and voltmeters. (R, IN, S, T)
11. Can demonstrate ability to trace electrical circuits following diagrams to locate shorts and grounds using ohmmeter. (R, IN, S, T)
12. Can demonstrate ability to correctly operate and read a graphic recorder. (R, IN, S, T)
13. Can demonstrate proper techniques used for calibrating timers and thermostats. (R, IN, S, T)
14. Can demonstrate proper techniques used to adjust contact points and pulleys. (R, S, T)
15. Can demonstrate proper technique used to tighten and align parts. (R, S, T)
16. Can demonstrate proper technique used to lubricate moving parts. (R, S, T)
17. Can demonstrate ability to properly and safely clean appliance parts using wire brushes, buffers, and solvents to remove grease, carbon and dust. (R, S, T)
18. Can demonstrate proper techniques used to replace worn or defective parts. (R, S, T)
19. Can demonstrate ability to repair and adjust appliance motors. (R, S, T)
20. Can demonstrate ability to correctly reassemble various appliances. (R, S, T)
21. Can demonstrate ability to measure and perform minor carpentry procedures to area where appliance is to be installed. (R, S, T)
22. Can demonstrate procedures used to write up repair costs estimates for customers, keep records of parts used and hours worked, prepare bills, and collect payments. (R, I, IN, S)
23. Can demonstrate ability to perform a variety of duties, changing from one task to another of a different nature without loss of efficiency or composure. (R, IN, S, T)
24. Can demonstrate ability to serve customers and maintain courteous relationships with customers in person and by telephone. (I)
25. Can demonstrate understanding of industry-specific safety standards and procedures. (R, IN, S, T)