



REGIONAL FLEET MAINTENANCE SPECIALIST - LATIN AMERICA AND CARIBBEAN

Location: Guatemala, Honduras, Nicaragua, México or El Salvador

Department: Programs

Type: Salary, Full-Time

Supervisor: Senior Director, Technical Training & Equipment

ABOUT US

Living Water International exists to demonstrate the love of God by helping communities acquire desperately needed clean water, and to experience "living water"—the gospel of Jesus Christ—that alone satisfies the deepest thirst.

In 1990, we set out to help the church in North America be the hands and feet of Jesus by serving the poorest of the poor. More than a billion people in the world live on less than a dollar a day. At least 844 million people lack access to safe drinking water.

For all practical purposes, these statistics refer to the same people; around the world, communities are trapped in debilitating poverty because they constantly suffer from water-related diseases and parasites, and/or because they spend long stretches of their time carrying water over long distances.

In response to this need, we implement participatory, community-based water solutions in developing countries. Since we started, we have completed over 20,000 water projects (and counting!). We currently serve the thirsty in twelve countries outside of the US.

CORE CHARACTERISTICS

These principles guide and identify us as colleagues and representatives of Living Water:

- Honor God
- Develop People
- Pursue Excellence
- Be Good Stewards

JOB PURPOSE

Under limited supervision, the Regional Fleet Maintenance Specialist position performs work of considerable difficulty, remotely troubleshooting and diagnosing equipment problems, and when necessary, the actual repair and maintenance of vehicles and equipment. They will support the Latin America & Caribbean Region which includes support to seven country offices. This role will also develop and execute a maintenance plan for the country office operations in the region. They are responsible for providing support to country teams on all equipment inquiries.

KEY TASKS AND RESPONSIBILITIES

- Develop and execute a plan to support country operations in the region, ensuring equipment and vehicle maintenance requirements are met; assist with troubleshooting and repairs as needed in case of equipment breakdowns; and ensure all vehicles and equipment are safe to operate.
- Perform inspections and preventive maintenance of vehicles and equipment.
- Prepare and maintain records and reports.
- Train country teams on maintenance requirements and procedures.
- Train country and regional teams on safety as it relates to vehicles and equipment.
- Follow, or develop where absent, a checklist of inspection and maintenance procedures for all motorized vehicles and equipment (vehicles, trucks, motorcycles, drilling rigs, compressors, motor pumps, generators, etc.).

- Troubleshoot motorized equipment problems remotely by asking the right questions, requesting photographs of faulty parts, using technology (WhatsApp, Viber, Skype, phone, etc.).
- Evaluate the mechanics each country uses to validate their knowledge and notify country management of concerns (misdiagnosis, replacing unnecessary parts, theft, using sub-standard parts, overcharging, etc.).
- When in-country, test drive vehicles and run equipment to ensure that they run smoothly and/or diagnose malfunctions.
- Read and interpret diagnostic test results from diagnostic equipment such as multi-meter, non-contact thermometer, compression tester (both diesel and gas engine), OBD II, onboard diagnostic computer, etc.
- Safely raise trucks, vehicles, and heavy parts or equipment by using hydraulic jacks or hoists.
- Inspect brake systems, steering mechanisms, transmissions, engines, and other parts of vehicles.
- Ensure that country offices do routine maintenance, such as changing oil, checking batteries, and lubricating equipment and parts. When a country is unable to due to lack of knowledge, qualified or trustworthy mechanic, do routine maintenance of vehicles and equipment that is due.
- Assist countries with setting up a warehouse of commonly needed spare parts.
- Adjust, tighten bolts and screws, and attach suspension system components.
- Repair or replace malfunctioning components, parts, and other mechanical or electrical equipment.
- Be able to read and interpret parts, service manuals and schematics.
- Provide advice and recommendations on equipment and vehicle purchases according to LWI Equipment Standardization Plan.

MINIMUM EDUCATION / EXPERIENCE

- Professional certification
- At least ten (10) years relevant work experience
- Bilingual preferable – English and Spanish; French language a plus
- A leading candidate will have the following competencies:
 - Customer Service skills
 - Multicultural communication skills and experience
 - Ability to train others
 - Dexterity
 - Mechanical skills
 - Ability to troubleshoot and diagnose issues
 - Ability to coach and mentor peers and work in a collaborative team environment
 - Relationship-building and working well cross functionally
 - Initiative (self-starter and intentional)
 - Analytical skills
 - Leadership capabilities
 - Time management and ability to multitask
 - Willingness to travel regionally up to 40 percent of the time