

Retaining Technicians: From Marine Techs' Perspective

Compiled by Valerie Ziebron, VRZ Consulting

Technicians working in the marine sector shared the following advice for managers to better retain their workforce. We believe it's valid across all sectors.

- “It would really be nice to hear a genuine ‘thank you’ from time to time. A little acknowledgement that my job can be difficult. I hear it more from customers than from management.” - Master Tech
- “Although money is not the only factor it is important. I want to trade value for value but some shops I’ve worked at don’t share that thinking. Thankfully I found one that agrees if I make them more money, I should make more too!” - A Tech
- “If any of the techs mention something that’s hurting the business, we’re told to quit whining, but then we are the ones to catch hell when the numbers suffer.” - Lead Tech
- “Shop cleanliness, organization, and everything in good working order is what I need to do my job to the best of my ability. Time is money and this is hurting their profitability and my paycheck. It’s so frustrating!” - 20+ year career tech
- “Does the manager have processes clearly defined and operational? Does the support staff follow the process? This is a huge reason why you can’t get or keep good techs.” - Tech who worked at several shops before finding the one he’s been at for years

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