

Job Description

Job Title: Technician

Supervisor: Manager/Owner

Supervises: None

Duties & Responsibilities:

Increase customer satisfaction by effecting repairs correctly the first time.

Accomplish and maintain a high level of efficiency.

Maintain standards for ethical business practices, professional image, orderliness, customer service, and good employee and community relations.

General Qualifications:

Four years experience as a technician in the automotive industry.

High school diploma or equivalent.

Capable of achieving and maintaining ASE certification in the eight areas pertaining to automotive repair.

Neat appearance.

Work with minimal supervision.

Ability to work with co-workers and management.

Speak fluent English.

Bondable.

Able to read English language and write legibly.

Able to diagnose repairs needed on automobiles.

Able to perform repairs and maintenance on automobiles.

Possess good verbal and written communication skills.

Able to read schematics.

Possess a valid drivers license. (Issued from state where employed.)

Possess necessary tools to perform the required tasks.

Possess First Aid and CPR training certifications.

Able to operate all company equipment needed to perform required tasks.

Be dependable.

Able to achieve and maintain an efficiency of 125%.

Able to lift 60 pounds.

Able to work long hours.

Specific Responsibilities:

Attend and participate in meetings as required by management.

Attend and participate in training classes as required by management.

Report problem areas to management.

Notify management of possession or use of illegal drugs by customer(s) and/or employee(s).

Maintain a clean facility.

Maintain a low rate of comeback repairs.

- Maintain valid state drivers license (Issued in state of employment).
- Achieve and maintain ASE certifications in eight areas of automotive repair.
- Attend and complete company hazard communication standard and worker right-to-know training.
- Road test all repairs to ensure repaired correctly the first time.
- Purchase and maintain tools necessary to perform assigned tasks.
- Provide complete and accurate neatly written descriptions of diagnosis, repair, and maintenance performed on the back of the workshop copy of the repair order assigned.
- Punch and flag separate times for all operations, including diagnosis.
- Note, in writing on workshop copy of repair orders, any additional repairs necessary and/or any condition that may require special explanation to the customer.
- Park and lock all vehicles in an orderly fashion in designated areas.
- Check all vehicles before driving for expired license. If expired, advise the Manager or Owner.
- Take all possible precautions to insure the safety and health of you and others.
- Perform all maintenance and repair with speed and thoroughness.
- Report tools, equipment, and facilities in need of repair.
- Maintain cleanliness of all vehicles assigned to repair.
- Notify Manager, Supervisor, or Owner if parts need to be ordered or delays are expected.
- Assist in expediting the ordering of parts.
- Perform work assignments in accordance with time schedules as assigned by the Service Advisor.
- Request work assignment if out of work or temporarily unable to complete a job.
- Maintain a good working relationship with all other personnel.

This position will be expected to perform other duties as assigned by management. The company reserves the right to modify this job description as business needs require.

Employee

Date

Manager

Date