

## **JOB DESCRIPTION**

**JOB TITLE:** Technician

**PRODUCTION**

**ENVIRONMENT:** Traditional/Advanced

**REPORTS TO:** Service Manager

**HOURS OF WORK:** 8:00 a.m. to 7:00 p.m. Monday, 8:00am to 5:30pm Tue - Friday  
12:00 p.m. to 1:00 p.m. Lunch

**BASIC JOB SUMMARY:** A Service Technician is responsible for the actual service and/or repair of vehicle assigned to him by service management or their designated representative.

**SPECIFIC RESPONSIBILITIES:**

1. Properly complete the services and/or repairs for which the technician is trained as assigned by management or their designated representative.
2. Complete all work according to the applicable safety requirements and published procedures.
3. Maintain an inventory of normal mechanic's tools to include screwdrivers, wrenches, sockets wrenches, pliers, hammers, chisels, spray guns, and other tools needed to perform the work for which the Technician is trained and not normally inventoried by the Body Department as "special tool".
4. Properly use the special tools provide by the Service Department.
5. Participate in and utilize to the best of ones ability any technical training as assigned by management.
6. Produce quality work that evidences pride in workmanship.
7. Maintain the work space assigned in an organized and clean manner.
8. Ensure that customers' vehicles are returned to them as clean as they were prior to them being serviced.
9. Maintain personal grooming, hygiene and uniform standards according to the departmental policies.
10. Arrive at work, take breaks and depart work at the times designated by management (see employee hand book)
11. Show common courtesy to all customers and dealership personnel.
12. Make every effort to achieve production objectives set by management.
13. Review the technical bulletins and other publications as assigned by management.
14. Provide the administrative assistance necessary to complete warranty repair orders and other tasks assigned by management.
15. Use shop supplies and materials in a practical and economical manner.
16. Constructively communicate with other dealership personnel as required to satisfy customer needs.
17. Report to management any situation or condition that jeopardizes the safety, welfare, or integrity of the dealership, its personnel or its customers.
18. The duties, requirements, and performance specification outline in this job description are subject to change without notice.

### **Required Education and Experience**

High School Diploma, College, or trade school. Previous experience or working under apprenticeship program.