



# HAWKE'S BAY | TAUPO | EASTLAND | ROTORUA TOYOTA

<b>Position:</b> Technician	<b>Branch / Location:</b>
<b>Reports to:</b> Service Manager	<b>Direct Reports:</b> Nil

Key Task	Description
Service Department	<ul style="list-style-type: none"> <li>• Carry out services and repairs with zero comebacks.</li> <li>• Strive to complete work (RO's) in time allocated.</li> <li>• Achieve Technician Efficiency targets by using efficient work practices and the use of the most appropriate tools and equipment.</li> <li>• Contribute towards customer service goals by ensuring proper execution of repairs.</li> <li>• Ensure warranty repair requirements are met (retain replaced parts, tag accordingly).</li> <li>• Support and maintain service department operational standards based on TNZ Kodawari and Customer Care programs.</li> <li>• Ensure all miscellaneous items are accounted for on RO's.</li> <li>• Liaise and communicate with Service Advisors and Manager/Foreman on job progress and job stoppages.</li> <li>• Transcribe clearly on RO's and ensure time recorded accurately.</li> <li>• Ensure accurate timeclocking through Lauranka system (start and end of work day and start and end of lunch breaks).</li> <li>• Carry out WOF Inspections in line with regulations, ensure all WOF documentation is completed accurately and in a timely manner.</li> </ul>
Customer Service / Key Relationships	<ul style="list-style-type: none"> <li>• Manage time efficiently to ensure customer's expectations are met.</li> <li>• Treat customers politely and professionally at all times.</li> <li>• Treat customer's vehicles and belongings with respect and care.</li> <li>• Maintain a clean, professional appearance at all times.</li> <li>• Use all protective equipment (seat covers etc) to maintain cleanliness of customers vehicles.</li> <li>• Ensure all work areas (including tea room / toilets etc) are kept clean and tidy (personal responsibility).</li> <li>• Maintain working relationships with all other departments and suppliers.</li> </ul>



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Qualifications / Knowledge	<ul style="list-style-type: none"><li>• Work towards being accredited as an Automotive Technician.</li><li>• Maintain experience and understanding of service and repair procedures.</li><li>• Maintain understanding and knowledge of Toyota / Lexus and Daihatsu vehicle specifications and vehicle models.</li><li>• Maintain understanding of Toyota, Lexus and Daihatsu genuine parts.</li></ul>
Health & Safety	<ul style="list-style-type: none"><li>• At all times, use required protective equipment/clothing when carrying out tasks.</li><li>• Comply with all branch and company Environmental and Health &amp; Safety Policies and procedures.</li><li>• Comply with the Dealerships Environment policy at all times, especially with the appropriate handling and storage of oils, fluids and batteries.</li><li>• Actively promote Health and Safety within the branch.</li><li>• Ensure timely and accurate reporting of any near misses, incidents or accidents as per company policy.</li></ul>

Signed: \_\_\_\_\_  
(Employee)

Signed: \_\_\_\_\_  
(Manager)

Dated: \_\_\_\_\_

Dated: \_\_\_\_\_