**Automotive Technician**

Job Description:

Authority and Reporting:

* Responsible for completing jobs assigned to them.
* Reports to the Service Manager.
* Recording accurate information on job card.

Position Objectives/Goals:

* Contribute to achieving Service Budgets and Franchise goals by ensuring proper execution of customer service and repair requirements and vehicle delivery on time.
* Support implementation of strategies to affect a positive improvement in Service outcomes
* Be Customer focused
* Carry out service repairs with zero comebacks.
* Complete all R/O’s in time allocated.
* Achieve Technician Efficiency targets by using efficient work practices, the use of the most appropriate tools and equipment and referring to applicable technical information
* Maintain excellent and open communication with the Service Manager and Service Advisor about job progress and job stoppages.

Qualifications Required:

* Accredited as an Automotive Technician.
* Become an accredited Toyota Technician working towards Master Technician
* Good understanding of service and repair procedures,
* Toyota product knowledge including familiarity with vehicle models and specifications.
* An understanding of Toyota Genuine service parts.
* To partake in training as directed.

Position Responsibilities/Main Tasks:

* Accurately time clock for each job. Clock onto the job immediately before it is started (i.e. prior to collecting pre-picked parts and bring the vehicle into the service bay). When the job is completed, park car in the car park, ensure story and traffic light check sheet are completed, clock off, return jobcard to the Service Manager and uplift next jobcard from him.
* Do the job right first time.
* Strive to complete the repair in the allocated time.
* When completing a warranty repair, ensure all parts are correctly tagged and placed in the warranty parts storage.
* Use safe work practices at all times. Report any safety related matters immediately to the Service Manager.
* Use all protective equipment to maintain the cleanliness of the customer’s vehicle (seat covers, guard covers, floor mats).
* Follow IT policies – information security and personal use of computers.
* Identify and advise the Service Manager of any additional repair items found.
* Inform the Service Manager any reason that may cause a job delay or stoppage.
* Complete the final inspection and endorse the QC card.
* Write a clear and accurate account of all work completed onto the jobcard.
* Treat customer vehicles and belongings with care.
* Maintain a clean and professional appearance at all times.
* Maintain a clean and tidy work area free of clutter.
* Help ensure the whole workshop is clean and tidy.
* When in contact with customers, treat them in a polite and professional manner.
* Comply with the Dealerships Environment policy at all times, especially with the appropriate handling/disposal of waste oils, fluids, oil filters. Ensure all recyclables are put in your recycle bin and that all boxes are squashed.
* Adhere to Kodawari and Kaizen practices at all times.
* Participate in our Environment programme, we are Toitu certified.
* Be open to change