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| **Position:** Technician  | **Branch / Location:** |
| **Reports to:** Service Manager | **Direct Reports:** Nil |
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| **Key Task** | **Description** |
| Service Department | * Carry out services and repairs with zero comebacks.
* Strive to complete work (RO’s) in time allocated.
* Achieve Technician Efficiency targets by using efficient work practices and the use of the most appropriate tools and equipment.
* Contribute towards customer service goals by ensuring proper execution of repairs.
* Ensure warranty repair requirements are met (retain replaced parts, tag accordingly).
* Support and maintain service department operational standards based on TNZ Kodawari and Customer Care programs.
* Ensure all miscellaneous items are accounted for on RO’s.
* Liaise and communicate with Service Advisors and Manager/Foreman on job progress and job stoppages.
* Transcribe clearly on RO’s and ensure time recorded accurately.
* Ensure accurate timeclocking through Lauranka system (start and end of work day and start and end of lunch breaks).
* Carry out WOF Inspections in line with regulations, ensure all WOF documentation is completed accurately and in a timely manner.
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| Customer Service / Key Relationships | * Manage time efficiently to ensure customer’s expectations are met.
* Treat customers politely and professionally at all times.
* Treat customer’s vehicles and belongings with respect and care.
* Maintain a clean, professional appearance at all times.
* Use all protective equipment (seat covers etc) to maintain cleanliness of customers vehicles.
* Ensure all work areas (including tea room / toilets etc) are kept clean and tidy (personal responsibility).
* Maintain working relationships with all other departments and suppliers.
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| Qualifications / Knowledge | * Work towards being accredited as an Automotive Technician.
* Maintain experience and understanding of service and repair procedures.
* Maintain understanding and knowledge of Toyota / Lexus and Daihatsu vehicle specifications and vehicle models.
* Maintain understanding of Toyota, Lexus and Daihatsu genuine parts.
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| Health & Safety | * At all times, use required protective equipment/clothing when carrying out tasks.
* Comply with all branch and company Environmental and Health & Safety Policies and procedures.
* Comply with the Dealerships Environment policy at all times, especially with the appropriate handling and storage of oils, fluids and batteries.
* Actively promote Health and Safety within the branch.
* Ensure timely and accurate reporting of any near misses, incidents or accidents as per company policy.
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Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 (Employee) (Manager)

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