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| **Position:** Technician | | **Branch / Location:** |
| **Reports to:** Service Manager | | **Direct Reports:** Nil |
|  | | |
| **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. | |
| 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. | |
| 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. | |
| 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. | |

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Employee) (Manager)

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