

## Schedule 2: Individual Job Description

**Position:** Automotive Technician

**Reports to:** Service Foreman

### Principle Accountabilities

1. To undertake all routine service and repair work on both Toyota and other vehicles in a manner which;
  - a. Achieves prompt and accurate diagnosis of vehicle faults and service needs.
  - b. Completes the job for Toyota vehicles within the times recommended by Toyota New Zealand (TNZ).
  - c. Achieves our policy of “fix it right the first time.”
  - d. Delivers the level of customer satisfaction required to achieve our service customer retention standards.
2. To accurately account for all available hours each day, both productive and unproductive.
3. Undertake such communications as are required with customers only in conjunction with the Service Advisor, Foreman or Service Manager in a manner which contributes to the achievement of customer satisfaction.

### Delegated Authorities

1. The safe and lawful test driving of customer and company vehicles to identify faults and subsequently to verify satisfactory completion of repair or routine servicing.

### Position Objectives & Goals

1. To contribute to achieving customer service goals by ensuring proper execution of customer service and repair requirements and vehicle delivery on time.
2. Support implementation of strategies to affect a positive improvement rate in service Customer Satisfaction.
3. Carry out service and repairs with zero rework.
4. Complete all Repair Orders (RO) in the time allocated.
5. Achieve Technician efficiency targets by using efficient work practises, the use of the most appropriate tools and equipment and referring to applicable technical information.



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6. Maintain excellent and open communication with the Foreman, Workshop Controller and Service Advisors about job progress and job stoppages.

### **Qualifications**

1. Accredited as an Automotive Technician
2. Accredited as a Toyota Technician (Pro and Master Technician as applicable)
3. Toyota product knowledge including familiarity with vehicle models and specification.
4. An understanding of Toyota genuine service parts
5. Warrant of fitness authority (or making steps to gaining this qualification)

### **Responsibilities**

1. Maintain and apply full understanding of the requirements of all Service Schedules (including pre-delivery) for Toyota vehicles.
2. Upon the introduction of new model vehicles undertake the Toyota designated training and read and understand all written materials provided.
3. Maintain a full complement of hand tools to enable service repairs to be carried out in the appropriate manner.
4. Carry out WOF's in a timely and responsible manner. Ensuring you are keeping up to date with any rule or procedure changes.
5. Before starting work on any vehicle read and understand thoroughly the Repair Order. If your diagnosis of a fault/service requirement differs from the Order or you consider there is a need for clarification, resolve this with the Foreman, Service Advisor or Service Manager as appropriate.
6. Always look for additional work reasonably required over and above that stated on the Repair Order. If during a job you identify work that is required but is not detailed on the Repair Order, advise the Service Foreman who will seek customer authorisation for the additional work via the front-line team.
7. Advise the Service Foreman of any reasons that may cause a job delay or stoppage.
8. Advise the Service Foreman of any repairs required which affect the safety of the vehicle, but which cannot be repaired by the Service Division.
9. Always use protective seat covers, floor mats and guard cover to keep customers cars clean while working.
10. If a vehicle is required to return to have parts fitted which are presently unavailable, obtain confirmation of return of the vehicle from the Foreman before ordering parts from the Parts Division.



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11. Accurately detail all work carried out on vehicles serviced/repaired to provide sufficient information for the justification of the labour charge to the customer. Note any work which is likely to be needed in the future. Also record specifically how time not charged to customers has been spent and why.
12. When completing a warranty repair, retain all replaced parts and samples (in clean sample bottles) of any related oils and fluids. Fully complete warranty tags and attach these to the parts and samples. Store in designated location.
13. Upon completion of the service/repair, test drive the vehicle to verify the result of work done. Always advise the Service Foreman of your departure on a test drive and your expected time of return.
14. Review the work done with the person responsible for service quality control (Foreman or Service Advisor) prior to releasing the vehicle.
15. If it is necessary to disconnect the vehicle battery, note audio equipment radio station pre-sets so that you can re-establish them when power is reconnected.
16. Always maintain the security of both customer and company property and ensure that you leave no greasy/dirty marks on the interior or exterior of customer vehicles.
17. When in contact with customers treat them in a polite and professional manner.
18. Liaise with other divisions in a helpful and courteous manner in all matters related to your position.
19. Keep your work area in a clean, tidy and a safe state always.
20. Operate all workshop equipment in a safe and responsible manner. Wear all personal safety clothing and use all protective safety equipment provided. Immediately advise the Foreman of any faulty or dangerous equipment/conditions.
21. Always comply with the Dealerships Environmental Policy, especially with the appropriate handling/disposal of waste oils, fluids, oil filters and all other materials.
22. Always meet the company's standards for personal grooming.
23. Willingly undertake all training required by Toyota New Zealand and the Company.
24. Attend any workshop and staff meetings.
25. Always recognise that you are a representative of the total dealership and act in a responsible manner which reflects your representative role.
26. Undertake such other duties as are required to fulfil the principal accountabilities of this position or as directed by the Foreman, Service Manager or Service Advisor.