

Schedule 2: Individual Job Description

Position: Tyre Technician

Reports to: Tyre Manager

Principle accountabilities

1. To undertake all tyre sales, fitting and balancing, puncture repairs and wheel alignments on all vehicles as instructed by the tyre manager
2. Delivers the level of customer satisfaction required to achieve our customer retention and satisfaction standards.
3. To accurately account for all tyre sales and wheel alignments you have made each day by invoicing to customers both retail, fleet, internal etc
4. Provide customer quotes for all tyre stock and services that we can provide our customers in a prompt and courteous manner. Ensure the Tyre Manager has approve all pricing.
5. Undertake such communications as are required with customers in conjunction with the Tyre Manager in a manner which contributes to the achievement of customer satisfaction.

Responsibilities

1. Carry out tyre fitting, tyre balancing, puncture repairs and wheel alignments and other tasks as reasonably requested by the Tyre Manager
2. Liaise with customers, sales & Service departments booking in vehicles to have tyres fitted, balanced or aligned as per the tyre department booking system. Ensuring customer promise times are met but balanced with keeping the days bookings full.
3. Identify additional work reasonably required that was not discussed with the customer or department and advise the Manager of such opportunities or areas to bring to the customers attention, and give the customer the opportunity of have this work carried out.

4. Note any work not carried out – and the likelihood to be needed in the future
5. Always use protective seat covers, floor mats and guard covers to keep customers cars clean while working.
6. Upon completion of any fitment of tyres or wheel alignment if required, test drive the vehicle to verify the result of work done. Always advise the Tyre Manager of your departure on a test drive and your expected time of return.
7. Review the work done with your Manager prior to releasing the vehicle.
8. Maintain the security of both customer and company property at all times and ensure that you leave no greasy/dirty marks on the interior or exterior of customer vehicles.
9. Any warranty tyre claims are to be handled by the tyre manager or as they have instructed you to carry out.
10. Liaise with other divisions in a helpful and courteous manner in all matters related to your position.
11. Do not operate any equipment without the instruction and training from the Tyre Manager. Ensure you have been signed off as a competent operator before using the equipment unattended. 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 Tyre Manager of any faulty or dangerous equipment/conditions. If there are any tagged items to advise of fault, please seek advice from you Tyre Manager before using the item. Do not remove any tags.
12. Complete all tasks in a safe manner wearing any personal protective safety equipment supplied. (refer our Health & Safety Policy and equipment procedures). If unsure seek advice from Supervisor immediately.
13. Comply with the Dealerships Environmental policy at all times, especially with the handling and storage of hazardous substances. Recycle/reuse materials that can be, and correctly dispose of items and used containers. Please seek advice from your Tyre Manager if you are unsure of the correct manner to dispose of items.
14. Keep your work area in a clean, tidy and safe state at all times. Undertake your share of the cleaning with regards to sweeping the floor, emptying rubbish containers etc. If you spill anything or the vehicle you are working on causes a mess, please clean up any oil and dirt in a timely manner.



15. Willingly undertake all training required by the Company and tyre manufacturers.
16. Attend all department and staff meetings.
17. Always recognise that you are a representative of the total dealership and act in a responsible manner which reflects your representative role.
18. Meet the company's standards for personal grooming at all times.
19. Undertake such other duties as are required to fulfil the Principal accountabilities of this position or as directed by the Tyre Manager.