



## JOB DESCRIPTION

NO 60

**Job Title:** Vehicle Technician  
**Reports to:** Workshop Controller/Service Manager  
**Reported to by:** Apprentice Technicians

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### Job Purpose:

- To ensure efficient and profitable workmanship within the department
- To ensure that the quality of workmanship is maintained to the required standards in conjunction with the Group Aims and Customer Handling Standards
- To maximise the sales opportunities of labour, parts, tyres, consumables etc.
- To maintain the level of skills, training and technical knowledge needed in line with current legislation, manufacturers and Company requirements

### Key Tasks:

#### Technical

- To ensure that all vehicles are serviced and repaired, right first time
- To ensure that product knowledge and vehicle technology information is up to date and be prepared to communicate new knowledge to other team members.
- To read and complete the monthly “insight”
- To be fully aware of all current T.S.B’s , SPWI’s and vehicle recall information together with other manufacturer information as required
- To inform supervisor of any technical knowledge, skill and information that is lacking and ensure that a training plan is agreed within the Company Business Plan
- To observe, diagnose and report on vehicle/component defects or symptoms of impending failure even where it does not effect the repair being carried out
- To understand and use the necessary equipment and tools within the department in a safe manner

To ensure that, on completion and before returning to the customer, the vehicle is quality tested or handed over to the appropriate member of staff for testing. This must be recorded on the relevant job-card

#### Health and Safety

- To ensure that the Company's Health and Safety Policy rules are followed at all times
- To ensure any defects in tools and equipment are reported to supervisory staff.
- Follow Manufacturers' Health & Safety Guidelines when carrying out any repairs
- Keep own working area clean and tidy and free from hazards and obstructions.
- Do not put either fellow work colleagues or yourself at risk in the workshop.
- Observe Company site speed limits

#### Customer Satisfaction

To ensure all customers are treated with respect and courtesy at all times in a warm and friendly manner

To make sure customer complaints are accurately diagnosed with the help of others if necessary

Ensure that following a repair the car is removed of any dirt and oil created by the repair so that the car is returned in a clean and tidy manner

Ensure that the job-card write up allows the reception staff to give an accurate and thorough explanation of the work done

To be aware of Customer Handling Standards and the Dealership Viewpoint objectives

#### General Administration

To follow warranty procedures when carrying out any repairs

To fully complete Health and Safety check documents as required

To check that all relevant information is reported on job cards and check other staff have completed their work successfully

Ensure that you pass Job Cards back to Supervisor at the earliest opportunity to ensure a smooth paper flow

### Working Relationships

To ensure effective two-way communication with all other staff

To participate in the training of fellow employees and implementation of new systems with work colleagues as necessary

To participate in the review of systems and procedures when required

To be aware of your contribution in the Company's future profitability

When necessary, be prepared to be flexible in working hours to help achieve a smooth running of the department

To ensure an acceptable level of dress code and personal hygiene

To be punctual at all times