



JOB DESCRIPTION

SERVICE TECHNICIAN

DEPARTMENT: Service

REPORTS TO: Service Manager

SKILLS & EXPERIENCE:

- Qualified Heavy Automotive Technician
- Current driver's license
- Communication skills

BASIC FUNCTIONS:

- Perform mechanical service and repair work assigned and satisfy customers by performing work to high level of quality in an efficient manner. Pre Delivery of Machinery.

DUTIES:

- Carry out repairs and/or maintenance as per the repair order and to JDL and Dealership requirements and report directly to the Service Manager whenever this cannot be done.
- Maintain a sound knowledge of all Dealership products and services.
- Follow correct procedures when carrying out warranty work, and ensure all warranty parts are kept for the required period.
- Be responsible for the care and use of all workshop tools and equipment and return to correct place after use.
- Keep up to date with Service Advisor.
- Account for all time and materials on the Repair Order and Time Card.
- Work with parts personnel to ensure correct ordering of parts.

- Maintain work areas in a clean and safe state.
- Maintain all Tools and Equipment.
- Perform other duties as requested by management.
- Report all customer complaints to Service Manager
- Be prepared to work on call and extra hours during our busy seasonal periods

PERSONAL DEVELOPMENT

- Participate in in-house training sessions as required
- Attend JDL training and any other course as required to keep up to date with current product technical information

OCCUPATIONAL HEALTH AND SAFETY DUTIES:

- Cares for the health and safety of self and others.
- Follows workplace procedures and instructions at all times.
- Maintains tools, equipment, and facilities to make sure of safe performance and good OHS practice.
- Identifies and reports unsafe, unhealthy or hazardous working conditions.
- Uses personal protective equipments as required.
- Does not engage in practical jokes that could harm the health or safety of another person.

ACCOUNTABILITY:

- Performance standards for this position are met
- Customer vehicles are shown care in their handling.
- Repairs and maintenance are carried out to the highest possible level of quality in the most efficient and effective manner.
- A low or zero level of repeat work is maintained.
- Workshop area is clean and tidy at all times.
- Ensure that the correct diagnosis is carried out and the correct parts are replaced or ordered.

REFERENCES:

- Service Advisor
- Employee Guidelines