

## Schedule One

### POSITION DESCRIPTION

**Title:** Automotive Technician

**Reports To:** Workshop Manager / Service Manager / Assistant Service Manager

#### **BUSINESS GOALS**

The dealerships overall business goals are to:

- Provide outstanding products and services
- Make a reasonable profit by selling them
- Build a constantly growing base of loyal customer advocates who promote your dealership and Toyota to their friends, and who come back to buy again and again.

#### **PURPOSE OF THE JOB**

The main purpose of the Technicians role is to create a customer first experience for every customer by understanding their needs and providing the right repair or service first time every time. To do this the Technician needs to work across the dealership actively supporting the Parts, Sales and Administration department's at all times to deliver these services.

#### **Principal 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 within the times recommended by Toyota New Zealand.
  - 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 After Sales Manager and in a manner which contributes to the achievement of customer satisfaction.

#### **Delegated Authorities:**

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

**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. 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 or Service Advisor as appropriate.
5. If during a job you identify work that is required but is not detailed on the Repair Order, advise the Service Advisor who will seek customer authorisation for the additional work.
6. Advise the Service Advisor of any repairs required which affect the safety of the vehicle but which cannot be repaired by the Service Division (e.g. rust in the chassis).
7. Always look for additional work reasonably required over and above that stated on the Repair Order and advise the Service Advisor of such opportunities.
8. Always use protective seat covers, floor mats and guard covers to keep customers cars clean while working.
9. If a vehicle is required to return to have parts fitted which are presently unavailable, obtain confirmation of return of the vehicle from the Service Advisor before ordering parts from the Parts Division.
10. Accurately detail all work carried out on light and heavy 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.
11. Retain (tag and store) all parts replaced on warranty jobs as required by Toyota New Zealand.
12. Upon completion of the service/repair, test-drive the vehicle to verify the result of work done. Always advise the Service Advisor if the test drive is outside the normal test drive circuit.
13. Review the work done with the person responsible for service quality control (Foreman, Workshop Manager or Service Advisor) prior to releasing the vehicle.
14. 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.
15. 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.
16. Liaise with other divisions in a helpful and courteous manner in all matters related to your position.
17. Keep your work area in a clean, tidy and safe state at all times.

18. 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.
19. Maintain safe operating practices when working on or near light and heavy vehicles, including the assessment of vehicle weights prior to hoist usage.
20. Meet the company's standards for personal grooming at all times.
21. Willingly undertake all training required by Toyota New Zealand and the Company.
22. Always recognise that you are a representative of the total dealership and act in a responsible manner which reflects your representative role.
23. Undertake such other duties as are required to fulfil the Principal Accountabilities of this position or as directed by the Workshop Manager, Service Advisor, Service Manager or CEO.