

Reporting to the Service Manager

Overall Job Purpose

Undertakes the repair and servicing of vehicles, diagnosing additional faults and ensures all work is completed safely and to the highest standards and to customer satisfaction.

Key Responsibilities

Ensures exceptional customer service standards are met

- Explains directly to the customer the vehicle problem and the corrective action taken where required
- Takes responsibility for specific aspects of the Customer Experience
- Questions and probes issues to find an effective resolution for all customers

Supports day to day workshop operations

- In the absence of the Workshop Controller, takes responsibility for the repair and servicing of vehicles
- Completes work orders including details of repairs completed, parts required and labour to be charged
- Analyses work orders and assesses the accuracy of the diagnosis
- Tests vehicles using measuring devices and provides diagnostic reports to the Workshop Controller
- Interprets and uses technical data and instruction provided by the manufacturer
- Ensures any faults have been reported and noted on job cards and informs the Service Manager/Workshop Controller of any additional faults not covered in the scope of the repair and delay to completion
- Informs the Service Advisor and parts department if a part needs to be ordered
- Ensures vehicles are protected and kept clean during service and repair
- Ensures vehicle safety standards have been complied with when returned to customers
- Carries out vehicle health checks and identifies areas of concern
- Carries out preparations for new vehicles
- Conducts routine service work on vehicles brought into the workshop
- Performs technical repair work in accordance with established and documented procedures
- Records all hours and material usage accurately and probes for efficiencies
- Checks quality of work through diagnostic and road testing
- Ensures all work is completed to Manufacturer standards and rules
- Maintains tools and equipment and checks the calibration and general condition of workshop equipment in line with company policy
- Suggests and implements changes to improve workshop processes and customer service

Works as a full member of the Dealership Team

- Supports Workshop Controller and team to meet objectives
- Works with colleagues and other teams across the Dealership to seek out and deliver continuous improvements and provide a seamless service to customers
- Plans and delivers training sessions and presentations to support the development of Apprentice Technicians
- Supports Workshop Controller to maintain and review standards and workshop output
- Uses feedback to improve own skills and performance
- Maintains a professional manner and high standards of personal presentation at all times, ensuring that work area and protective clothing is kept clean, tidy and in a safe condition in order to uphold JLR and dealer standards
- Adheres to legal, environmental and health and safety requirements whilst ensuring the safety and security of people, vehicles and property at all times, reporting any known faults or hazards

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Key Success Criteria

- Productivity targets
- Customer satisfaction targets
- Process delivery and compliance (e.g. fault diagnosis, first time fixes)
- Personal training and development targets