

## **Job Description**

Job Title: Technician  
Department: Mercedes-Benz of Honolulu - Service Department  
Reports To: Service Manager  
FLSA Status:

### **SUMMARY**

Responsible for performing vehicle repair and maintenance work as assigned in accordance with dealership and factory standards. S/he will oversee the work of any apprentice technician assigned to him/her.

### **DUTIES AND RESPONSIBILITIES**

Receive repair orders from dispatcher and take to stall area.  
Perform work as outlined on repair order with efficiency and accuracy, in accordance with dealership and factory standards.  
Diagnose cause of any malfunction and perform repair.  
Communicate with parts department to obtain needed parts.  
Save and tag parts if the job is under warranty or if requested by the customer.  
Examine the vehicle to determine if additional safety or service work is required.  
Advise Service Advisor immediately if additional work is needed, if work outlined is not needed, or if repairs cannot be completed within the time promised.  
Document work performed.  
Road-test vehicles when required or refer to the test-technician, keeping in mind that customers' vehicles should not be used for personal errands.  
Supervise work of any apprentice technicians assigned.  
Attend factory-sponsored training classes.  
Keep abreast of factory technical bulletins.  
Ensure that customers' vehicles are kept clean.  
Keep shop area neat and clean and be able to account for all dealership-owned tools at all times.  
Understand and follow federal, state and local regulations, such as those governing the disposal of hazardous wastes.  
Road-test vehicles to quality-check work performed.  
Maintain a high degree of courtesy.  
Adhere strictly to all company rules, policies and procedures.  
Maintain strict confidentiality of confidential personal information of our customers in compliance with the Federal Trade Commission Safeguards Rule, implementing the provisions of the Gramm-Leach-Bliley Act as they pertain to automobile dealerships.  
Perform other duties as assigned.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); or at least two to three years related practical experience and/or training; or equivalent combination of education and experience. ASE

certification or equivalent. Will be trained on dealership computer systems. Valid in-state driver's license and a good driving record. Hawaii Safety Inspection License preferred.

#### LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

#### REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

#### PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear. The employee is occasionally required to sit. The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. S/he will use power tools. Road-testing of vehicles is required.

#### WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Works in the service shop. Will be exposed to noise, vibration, dust, exhaust fumes, and a variety of hazardous and non-hazardous materials. Will wear dealership uniform.

#### NOTE

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the dealership reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, work load, rush jobs, or technological developments).

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the dealership has a similar right.

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Employee's Name & Signature

Date

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Supervisor's Name & Signature

Date