

FUNCTIONS:

- Completing Vehicle Maintenance and/or Repairs
- Quality Control
- Administration
- Interdepartmental Relations

COMPETENCIES:

- Adaptability
- Analysis
- Continuous Improvement
- Customer Enthusiasm
- Judgement
- Organizing and Planning
- Teamwork
- Communication

REPORTS TO:

- Service Manager

WORK ORIENTATION FACTORS

- Contact with customers from a variety of backgrounds
- Contact with people in all dealership departments
- Considerable detail-oriented paperwork

POSITION SUMMARY*The Express Service Technician:*

- Is responsible to perform basic maintenance services and repairs such as oil changes, tire rotations, air filters, fluid levels and other repairs as assigned by Service Advisor.
- Works closely with the Parts Department and with the Service Advisor.
- Uses the computer to determine how long a given service will take and keeps the Service Advisor or Manager abreast of repair progress so that additional work may be scheduled.
- Is a good communicator, immediately telling the Service Advisor and Parts Department if a part needs to be ordered and asking for clarification if a work order is not clear or seems incorrect.
- Is capable of correctly performing complicated repair sequences according to established procedures.
- Knows the shop area and the availability of special tools that might be needed.
- Is detail-oriented & writes on the work order the repairs completed, the parts required, & the labour to be charged.
- Documents any other vehicle problems that were noted during servicing.
- Should be capable of working independently, managing his or her time and work flow.

WHAT THE WORKER IS LIKE?*The Express Service Technician:*

- Typically comes from a year in the automotive industry in general.
- Is willing to learn and be trained in the areas of express services.
- Has aptitude of technical and mechanical repairs
- Is capable of working congenially among other Technicians and Service Advisors and can help them when needed.
- Must work well with the Parts Department to ensure that parts are ordered.
- May interact directly with customers to explain vehicle problems and the steps taken to correct the problems.
- Must be well-organized and systematic in approaching this job.
- Must have a good work ethic, a positive attitude, and a strong desire to repair customers' vehicles correctly.

WHAT THE WORK IS LIKE?

The work of the Express Service Technician:

- Must be done efficiently and correctly to help ensure the success of the Service Department.
- Involves analyzing work orders carefully to understand a vehicle's condition, the accuracy of the diagnosis, and what work has been agreed to.
- Requires understanding which parts and tools will be required for a given repair or service and ensuring their availability.
- Entails the ability to repair vehicles quickly and under stress, clocking on and clocking off the repairs, and staying with a planned schedule for the day or adapting to changes as needed.
- Requires conforming to quality control and inspection policies and procedures that protect the Technician and the vehicle during servicing.
- From an administrative standpoint is centred on completing work orders and on documenting with consistent accuracy the repairs conducted, the parts required, and the labour involved.