

MILD TO WILD TECHNICIAN



FUNCTIONS:

- Completing Vehicle Wraps and other modifications
- Quality Control
- Administration
- Interdepartmental Relations

COMPETENCIES:

- Adaptability
- Attention to Detail
- Continuous Improvement
- Customer Enthusiasm
- Judgement
- Organizing and Planning
- Teamwork
- Communication

REPORTS TO:

- Financial Services 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 Mild to Wild Technician:

- Is responsible to perform vinyl installation, tinting, box liners and other services as assigned.
- Performs vehicle measurements to match with installation plans
- Uses the computer to determine how long a given service will take and keeps the Manager abreast of service progress so that additional work may be scheduled.
- Is a good communicator, immediately telling the Manager if a product needs to be ordered and asking for clarification if a work order is not clear or seems incorrect.
- Is capable of correctly performing complicated services 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 services completed, the products required and the labour to be charged.
- Documents any other vehicle issues 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 Mild to Wild Technician:

- Typically comes from 2 years of previous experience of installing vehicle wraps.
- Works with a variety of tools that can build box liners.
- Is willing to learn and be trained in the areas of mild to wild services.
- Willingness and ability to maintain current product and technical knowledge.
- Ensures work area is kept in good condition to ensure the best quality assurances for our customers.
- May interact directly with customers to explain vehicle services and the steps taken for installation.
- Must be well-organized and systematic in approaching this job.
- Must have a good work ethic, a positive attitude, and a strong desire to service customers' vehicles correctly.

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WHAT THE WORK IS LIKE?

The work of the Mild to Wild Technician:

- Must be done efficiently and correctly to help ensure the success of the car dealership.
- Involves analyzing work orders carefully to understand a vehicle's condition, the accuracy of the service, and what work has been agreed to.
- Requires understanding which products and tools will be required for a given service and ensuring their availability.
- Entails the ability to service vehicles quickly and under stress, clocking on and clocking off the service, 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 services conducted, the products required, and the labour involved.