

# SERVICE TECHNICIAN



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## FUNCTIONS:

- Diagnosing Vehicle Situations
- 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

## MANAGEMENT/BUSINESS SKILLS REQUIRED:

- Knowledge of automotive systems and the ability to explain systems and repairs to others
- Willingness and ability to maintain current product and technical knowledge
- Appropriate technical certifications
- Ability to diagnose vehicle problems and interpret work orders
- Ability and desire to repair vehicles correctly the first time
- Ability to diagnose vehicle problems other than those on the work order or those described by the customer
- Ability to estimate time of service or repair job for purposes of efficient scheduling
- Knowledge of parts requirements to complete a job, and ability to communicate parts requirements via repair orders
- Ability to maintain communication with Service Consultants and Parts Department
- Knowledge of approved and established procedures for conducting service and repairs
- Ability to document repairs performed on completed customer service orders
- Ability to stay current by attending technical training schools and by reading and understanding service manuals, technical bulletins, etc.
- Knowledge of and ability to comply with the quality control & inspection requirements of the Service Dept.
- Ability to clock on and clock off when working on a repair

## WORK ORIENTATION FACTORS

- Contact with Service Consultants and customers from a variety of backgrounds
- Contact with people in all dealership departments
- Considerable detail-oriented paperwork (documentation of repairs, charges, etc.)

## POSITION SUMMARY

### *The Technician:*

- Is responsible for conducting routine service on vehicles and for diagnosing and completing repairs on customer vehicles.
- Is the most up-to-date person in the dealership with regard to the technical aspects of vehicles.
- Works closely with the Parts Department and with the Service Consultant.
- Uses the computer to determine how long a given repair or service will take and keeps the Service Consultant or Manager abreast of repair progress so that additional work may be scheduled.
- Is a good communicator, immediately telling the Service Consultant and Parts Department if a part needs to be ordered and asking for clarification if a work order is not clear or seems incorrect.

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- 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 Technician:*

- Is technically competent with regard to automotive systems in general and the company's products in particular, and must continually upgrade his or her technical knowledge.
- Typically comes from a technical college or high school student co-op program as well as from other retail facilities and service outlets.
- Is capable of working congenially among other Technicians and Service Consultants 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 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.