

Technician Job Description

Duties and Responsibilities:

Increase customer satisfaction by delivering a positive customer experience through timely and accurate vehicle repairs. Accomplish and maintain a high level of efficiency. Maintain Company standards for ethical business practices, professional image, orderliness, customer service, and good employee and community relations

General Qualifications:

- Four years experience as a technician in the automotive industry.
- High school diploma or equivalent.
- Capable of achieving and maintaining ASE certification in the eight areas pertaining to automotive repair.
- Neat appearance.
- Work with minimal supervision.
- Ability to work with co-workers and management.
- Speak fluent English.
- Able to read English language and write legibly.
- Able to diagnose repairs needed on automobiles.
- Able to perform repairs and maintenance on automobiles.
- Possess good verbal and written communication skills.
- Able to read schematics.
- Possess and maintain a valid state driver s license. (Issued from state where employed).
- Maintain a clean driving record.
- Possess necessary tools to perform the required tasks.
- Able to operate all company equipment needed to perform required tasks.
- Be dependable.
- Able to lift 60 pounds.
- Attend and participate in meetings as required by management. Attend and participate in training classes as required by management
- Provide complete and accurate neatly written descriptions of diagnosis, repair, and maintenance performed on the front of the workshop copy of the repair order assigned.

Weekly goals and minimum expectations:

- 50 billed hours per week with a 3 month average minimum of 30 billed hours per week
- 125% efficiency with a minimum 100% average.
- 0% comeback ratio with a maximum 2% comeback ratio.
- Arrive every day on time and ready to work.

This position will be expected to perform other duties as assigned by management. The company reserves the right to modify this job description as business needs require.

Employee----- Date----- Manager----- Date