TITLE: General Service Technician

REPORTS TO: Service Manager

POSITION INFORMATION:

The General Service Technician is responsible for performing vehicle repair and maintenance work as assigned in accordance with dealer and factory standards. S/he also will oversee the work of any apprentice technician assigned to him/her.

DUTIES AND RESPONSIBILITIES:

(Dealer: For each job function, check ''E'' if it is essential in your dealership or ''M'' if it is marginal.)

E( ) M( ) Receive repair orders from dispatcher and take to stall area.

E( ) M( ) Perform work as outlined on repair order with efficiency and accuracy, in accordance with dealership and factory standards.

E( ) M( ) Diagnose cause of any malfunction and perform repair.

E( ) M( ) Communicate with parts department to obtain needed parts.

E( ) M( ) Save and tag parts if the job is under warranty or if requested by the customer.

E( ) M( ) Examine the vehicle to determine if additional safety or service work is required.

E( ) M( ) 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.

E( ) M( ) Document work performed.

E( ) M( ) Road-test vehicles when required or refer to the test technician, keeping in mind that customers' vehicles should not be used for personal errands.

E( ) M( ) Supervise work of any apprentice technicians as assigned.

E( ) M( ) Attend factory-sponsored training classes.

E( ) M( ) Keep abreast of factory technical bulletins.

E( ) M( ) Ensure that customers' cars are kept clean.

E( ) M( ) Keep shop area neat and clean and be able to account for all dealership-owned tools at all times.

E( ) M( ) Understand and follow federal, state and local regulations, such as those governing the disposal of hazardous wastes.

E( ) M( ) Road-test vehicles to quality-check work performed.

QUALIFICATIONS:

High school diploma or the equivalent. Ability to read and comprehend instructions and information. ASE certification preferred. General mechanical skills. Valid driver's license and a good driving record. Manual dexterity. Good judgment.

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WORKING CONDITIONS:

The Technician will stand six to eight hours per shift, lift parts weighing up to 50 pounds several times during each shift, and use hoist and test equipment as needed. S/he will stoop, kneel, crouch, crawl, reach, handle, and feel. S/he will use hand and power tools. S/he will be exposed to noise, vibration, dust, exhaust fumes, and other hazardous and nonhazardous materials. Road-testing of vehicles may be required. The Technician will be required to wear a dealership uniform at all times.

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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 Employee's Signature Date

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Supervisor's Name Supervisor's Signature Date

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*(Dealer: This sample job description is for a general technician. If you have specialist technicians, it is important that you create an accurate job description for every technician in your dealership, describing in detail the specialty work s/he performs and the relevant working conditions and qualifications. Update your technicians' job descriptions to reflect any changes in machinery or tools used to perform the job.)*