

Thurlow Nunn

Role Profile Apprentice Technician	
This Job Reports to:	Service Manager
Who Reports to this Job	
Working with	Service Reception
Overview of this job	<p>Achievements:</p> <ul style="list-style-type: none"> • To carry out PDI and repairs in a safe and economical manner under supervision • To employ such knowledge and skills as may be required to test vehicles and diagnose simple faults • To complete structured training leading to an appropriate qualification <p>Customer Focus:</p> <ul style="list-style-type: none"> • To ensure customer satisfaction in the PDI and repair of motor vehicles of all types
Criteria for Success	<p>This job holder can be measured by:</p> <ul style="list-style-type: none"> • SSS • Right first time • Rate of return • Timely completion of relevant training qualification
Specific Tasks	<p>This job holder must be able to:</p> <ul style="list-style-type: none"> • Interpret and implement simple technical service instruction data under supervision • Keep work area clean and tidy and assist others in maintaining a neat and tidy working area • Whilst working on customer vehicles, protect and cover vehicle with dust sheets, etc • Ensure that all work is carried out to Manufacturer's safety and quality standards • Minimise waste of all materials, oils and fluids • Where work is conducted on parts affected by warranty, to ensure that all parts are returned according to the Retail Facility procedures. • Test vehicles and carry out basic diagnostics as and when required by the Workshop Controller and under supervision • Park vehicles in allocated areas. • Carry out all relevant training enthusiastically, attending prescribed courses on time, completing all course work thoroughly and to the highest possible standard • Maintain good relationships with customers by meeting and exceeding their expectations. • Participate fully in measurement and feedback processes and to embrace personal training and development opportunities • Work to support other team members in the achievement of their objectives when asked to do so or required by their manager

Thurlow Nunn

	<ul style="list-style-type: none"> • Other duties may be undertaken from time to time • Duties may change over time and the job-holder will be expected to co-operate where such changes are reasonable
Knowledge and skills required	<p>This job holder must have knowledge of:</p> <ul style="list-style-type: none"> • Automotive systems (e.g., understanding of basic vehicle layout, function, and location of Parts) • Manual and automatic vehicles • Manufacturers products and recent improvements through technical bulletins, training courses and technical magazines etc. • Approved and established procedures for conducting service/repairs. • The quality control and inspection requirements of the Service Department. • Vehicle warranties, services and repairs • Vehicle legislation and trade practices • The Retail Facility's organisational structure • Manufacturer's standards and objectives, Retail Facility and individual objectives, both cultural and financial <p>And be able to</p> <ul style="list-style-type: none"> • Communicate parts requirements via repair orders • Ensure that all health and safety legislation and internal procedures are followed • Ensure the maintenance of tools, equipment, and other materials • Be comfortable in taking direction from others • Drive manual and automatic vehicles • Handle a variety of tasks simultaneously • Demonstrate a willingness to work outside in various weather conditions • Effectively manage his or her time • Present a professional appearance and an enthusiastic attitude
Competencies	<ul style="list-style-type: none"> • Establishing and Maintaining Relationships • Customer Orientated • Team working • Problem Solving & Decision Making • Continuous Improvement • Results Focused • Integrity • Flexible • Planning and Organising/Team Member • Communication • Numerate • Computer literate • Precise