

SCHEDULE 2 – POSITION DESCRIPTION

Title:	Heavy Vehicle Technician	Reports To:	Truck Service Foreman
Department:	Truckshop	Location:	Where required in Otago area

Role purpose:

To perform mechanical service and repair work assigned in accordance with manufacturer guidelines and dealership standards.

Key responsibilities:

- Perform vehicle inspections, diagnostics, and repairs.
- Identify and troubleshoot complex mechanical and electrical issues using advanced diagnostic tools and techniques.
- Conduct routine maintenance tasks such as oil changes, tire rotations, brake repairs, and fluid replacements.
- Order parts to ensure maximum efficiency and timely repairs.
- Maintain accurate records of all services and repairs performed, ensuring proper documentation.
- Keep up-to-date with the latest automotive technology and repair techniques through continuous learning and training.
- Collaborate with the service team to prioritize and complete tasks efficiently, meeting or exceeding customer expectations.
- Provide exceptional customer service by explaining repairs and recommendations clearly and addressing customer concerns.
- Adhere to safety protocols and maintain a clean and organized work environment.
- Ensure the foreman/manager is kept informed of any issues/complaints.

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

All duties must be carried out in accordance with the relevant manufacturer procedures or manager's instructions efficiently, accurately and to the required standard and satisfaction of the manager.

Skills and attributes

Essential Skills:

Valid certification or qualification as a diesel technician and industry experience

Proficient in diagnosing and repairing vehicles

Strong knowledge of vehicle models, systems, and components

Skilled in using diagnostic equipment and software to identify and resolve issues

Valid heavy transport driver's license and clean driving record

Essential attributes:

A strong customer service focus

Ability to work independently as well as part of a team

Strong communication and interpersonal skills

Detail-oriented with excellent problem-solving skills