

Schedule 2: Individual Job Description

Position: Apprentice Service Technician

Reports to: Service Manager

Principle accountabilities

1. To undertake all routine service and repair work on both Toyota and other vehicles in a manner which
 - a. Achieves prompt and accurate diagnosis of vehicle faults and service needs.
 - b. Completes the job for Toyota vehicles within the times recommended by TNZ.
 - c. Achieves our policy of “fix it right the first time.”
 - d. Delivers the level of customer satisfaction required to achieve our service customer retention standards.
2. To accurately account for all available hours each day, both productive and unproductive.
3. Undertake such communications as are required with customers only in conjunction with the Service Advisor, Foreman or Service Manager in a manner which contributes to the achievement of customer satisfaction.

Delegated authorities

1. The safe test driving of customer and company vehicles to identify faults and subsequently to verify satisfactory completion of repair or routine servicing.

Responsibilities

1. As an apprentice you are under the supervision and training of an assigned technician or foreman. You are required to follow all instruction and in-house training that is provided to you by this person, as well as your Supervisor. Over time your levels of supervision will naturally reside as your experience and knowledge increases.
2. Maintain and apply full understanding of the requirements of all Service Schedules (including pre-delivery) for Toyota vehicles.
3. Upon the introduction of new model vehicles undertake the Toyota designated training and read and understand all written materials provided.

4. Maintain a full complement of hand tools to enable service repairs to be carried out in the appropriate manner.
5. Before starting work on any vehicle read and understand thoroughly the Repair Order. If your diagnosis of a fault/service requirement differs from the order or you consider there is a need for clarification, resolve this with your Supervisor as appropriate.
6. If during a job you identify work that is required but is not detailed on the Repair Order, advise the Service Manager or Service Advisor who will seek customer authorisation for the additional work.
7. Advise the Service Manager or Service Advisor of any repairs required which affect the safety of the vehicle but which cannot be repaired by the Service Department (e.g. rust in the chassis)
8. Always look for additional work reasonably required over and above that stated on the Repair Order and advise the Supervisor.
9. Always use protective seat covers, floor mats and guard covers to keep customers cars clean while working.
10. If a vehicle is required to return to have parts fitted which are presently unavailable, obtain confirmation of return of the vehicle from your supervisor before ordering parts from the Parts Division.
11. Accurately detail all work carried out on vehicles serviced/repared to provide sufficient information for the justification of the labour charge to the customer. Note any work which is likely to be needed in the future. Also record specifically how time not charged to customers has been spent and why. Fill out all repair order forms obtaining correct vehicle details and warrant of fitness and service expiry dates.
12. Retain all parts replaced on warranty jobs as required by Toyota New Zealand. Tag the parts with the vehicle ID and job number (RO) and ensure all parts are allocated to the correct month on the parts warranty shelf.
13. Upon completion of the service/repair, test drive the vehicle to verify the result of work done. Always advise the Service Advisors of your departure on a test drive and your expected time of return.
14. Review the work done with the person responsible for service quality control (Foreman or Service Advisor) prior to releasing the vehicle.



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15. If it is necessary to disconnect the vehicle battery, note audio equipment radio station pre-sets so that you can re-establish them when power is reconnected, and reset all time clocks to the correct time.
16. Always maintain the security of both customer and company property and ensure that you leave no greasy/dirty marks on the interior or exterior of customer vehicles.
17. Liaise with other divisions in a helpful and courteous manner in all matters related to your position.
18. Keep your work area in a clean, tidy, and safe state at all times. Undertake your share of the workshop cleaning with regards to sweeping the floor, emptying rubbish containers etc. If you spill anything or the vehicle you are working on causes a mess, please clean up any oil and dirt this incurs.
19. Operate all workshop equipment in a safe and responsible manner. Wear all personal safety clothing and use all protective safety equipment provided (Refer Health & Safety Policy and/or equipment procedures). If unsure seek advice from Supervisor immediately. Advise the Foreman of any faulty or dangerous equipment/conditions immediately.
20. Complete all tasks in a safe manner wearing any personal protective safety equipment supplied.
21. Always comply with the Dealerships Environmental policy, especially with the handling and storage of hazardous substances (grooming products). Recycle/reuse grooming material and correctly dispose of empty grooming containers.
22. Willingly undertake all training required by Toyota New Zealand and the Company.
23. Always recognise that you are a representative of the total dealership and act in a responsible manner which reflects your representative role.
24. Attend all department and staff meetings.
25. Always meet the company's standards for personal grooming.
26. Undertake such other duties as are required to fulfil the principal accountabilities of this position or as directed by the Foreman, Service Manager or Service Advisor.