

JOB DESCRIPTION

Title: Workshop Mechanic
Department: Isuzu Truck Service
Location: Where required in Dunedin area
Reports To: Service Manager
Date: May 2025

1. Role purpose:

To perform mechanical service and repair work assigned to a high level of quality and in an efficient manner to the satisfaction of the customer.

- 2. Internal Relationships:**
- Trucks Service Foreman
 - Trucks Service Team
 - Trucks Service Manager
 - Trucks Dealer Principal
 - Trucks Parts Manager
 - Trucks Parts Team
 - Other Cooke Howlison Trucks Staff
 - Cooke Howlison Group Staff

- 3. External Relationships:**
- Clients
 - Service providers

4. Key areas of responsibility (day to day tasks)

- Carry out vehicle repairs and/or maintenance as assigned, to Dealership requirements and the satisfaction of the manager and customer.
- Ensure parts are ordered (where necessary) from Parts Department to enable efficient completion of job.
- Ensure all paperwork is completed as required.
- Follow correct procedures when carrying out warranty work and ensure all warranty parts are tagged with the correct information and placed in warranty storage.
- Request assistance from the Foreman when diagnosis of problem jobs is required.
- Ensure any extra work is approved prior to commencing.
- Return vehicles in a clean condition after repairs.
- Ensure all workshop tools are cared for and used responsibly, and are returned after use.
- Ensure the foreman/manager is kept informed of any issues/complaints or conditions that are adverse to the achievement of quality or operational efficiency of the department.
- Follow company procedures in protection of the environment
- Customer Service:
 - Provide clear and friendly communications to customers,
 - Organising and maintaining good relationships with customers,
- Quality Control:
 - Assist in continuous improvement/revision of new processes/procedures to ensure overall company policies and legal responsibilities are safe guarded.
 - Following up on any issues within agreed time frames.
 - Monitor own workflow to ensure all requirements are met,
 - Ensure that your behaviour, conduct and quality of work complies with the Company's Dealer Operating Standards (DOS) requirements at all times.
- Teamwork:
 - Actively contribute to a positive team environment,

- Maintain open and constant communication with all branch staff,
- Actively build and retain proactive relationships with other departments, e.g. parts and sales,
- Be a team player - Be considerate of others and respect your colleagues,
- Actively participate in meetings,
- Health & safety - Each employee is expected to play a vital and responsible role in maintaining a safe and healthy workplace through:
 - Taking reasonable care for their own health and safety and that of others.
 - Complying with reasonable instructions of the business.
 - Co-operating with all safe work procedures, rules and instructions.
 - The early reporting of any pain or discomfort.
 - Taking an active role in the company's treatment and rehabilitation plan to ensure an 'early and safe return to work'.
 - Ensuring that all accidents, incidents and unsafe conditions are reported.
 - Ensuring that all supplied Personal Protection Equipment (PPE) is worn/used as required.

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 procedures or manager's instructions efficiently, accurately and to the required standard and satisfaction of the manager.

5. Person specification:

Essential Skills:

- Skilled Mechanic with 4 years of Industry experience
- Heavy Transport Driver Licence (Class 4 min)
- Good communication skills

Essential attributes:

- A strong customer service focus
- Works well with all kinds of people
- Attention to detail

6. Further details:

- This Role is a Full-time Permanent Role
- Hours of Work: 45 hours per week (Monday to Friday) Possible additional hours Saturdays as approved)
- Rate of Pay: Between \$32.00 and \$35.00 per hour dependent on successful applicant
- Job Location: Dunedin New Zealand