



Hawke's Bay | Taupo | Eastland | Rotorua Toyota

Position: Technician	Branch / Location:
Reports to: Service Manager	Direct Reports: Nil

Key Task	Description
Service Department	<ul style="list-style-type: none">• Carry out services and repairs with zero comebacks.• Strive to complete work (RO's) in time allocated.• Achieve Technician Efficiency targets by using efficient work practices and the use of the most appropriate tools and equipment.• Contribute towards customer service goals by ensuring proper execution of repairs.• Ensure warranty repair requirements are met (retain replaced parts, tag accordingly).• Support and maintain service department operational standards based on TNZ Kodawari and Customer Care programs.• Ensure all miscellaneous items are accounted for on RO's.• Liaise and communicate with Service Advisors and Manager/Foreman on job progress and job stoppages.• Transcribe clearly on RO's and ensure time recorded accurately.• Ensure accurate timeclocking through Lauranka system (start and end of work day and start and end of lunch breaks).• Carry out WOF Inspections in line with regulations, ensure all WOF documentation is completed accurately and in a timely manner.
Customer Service / Key Relationships	<ul style="list-style-type: none">• Manage time efficiently to ensure customer's expectations are met.• Treat customers politely and professionally at all times.• Treat customer's vehicles and belongings with respect and care.• Maintain a clean, professional appearance at all times.• Use all protective equipment (seat covers etc) to maintain cleanliness of customers vehicles.• Ensure all work areas (including tea room / toilets etc) are kept clean and tidy (personal responsibility).• Maintain working relationships with all other departments and suppliers.



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Qualifications / Knowledge	<ul style="list-style-type: none">• Work towards being accredited as an Automotive Technician.• Maintain experience and understanding of service and repair procedures.• Maintain understanding and knowledge of Toyota / Lexus and Daihatsu vehicle specifications and vehicle models.• Maintain understanding of Toyota, Lexus and Daihatsu genuine parts.
Health & Safety	<ul style="list-style-type: none">• At all times, use required protective equipment/clothing when carrying out tasks.• Comply with all branch and company Environmental and Health & Safety Policies and procedures.• Comply with the Dealerships Environment policy at all times, especially with the appropriate handling and storage of oils, fluids and batteries.• Actively promote Health and Safety within the branch.• Ensure timely and accurate reporting of any near misses, incidents or accidents as per company policy.

Signed: _____
(Employee)

Signed: _____
(Manager)

Dated: _____

Dated: _____