

(Job Description Sample)



**Manawatu & TRC
Toyota**

Job Description

Position Title:	Automotive Technician
Reports to:	Group Service Manager
Branch:	Manawatu Toyota, 66 Walding St., Palmerston North
Date:	2026

PRINCIPAL ACCOUNTABILITIES

1. To undertake all routine service and repair work on 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 Toyota New Zealand and the dealership.
 - c. Achieve 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 all available hours each day, both productive and unproductive.
3. Undertake such communications as are required with customers only in conjunction with the service advisors, foreman, workshop controller or Service Manager and in a manner which contributes to the achievement of customer satisfaction.
4. 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. Maintain and apply full understanding of the requirements of all service Schedules (including pre-delivery) for Toyota vehicles.
2. Upon the introduction of new model vehicles undertake the Toyota designated training and read and understand all written materials provided.
3. Maintain a full complement of hand tools to enable service repairs to be carried out in the appropriate manner.
4. 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 the Foreman or Service Manager as appropriate.
5. If during a job you identify work that is required but is not detailed on the repair order, advise the Service Manager or Service Advisors who will seek customer authorisation for the additional work.
6. Advise the Service Manager or foreman of any repairs required which affect the safety of the vehicle, but which cannot be repaired by the service division (e.g., rust in the chassis).
7. Always look for additional work reasonably required over and above that stated on the repair order and advise the Foreman/manager of such opportunities. Always go through a check sheet on the vehicle you are working on to make sure we have professionally checked the vehicle.

8. Always use protective seat covers, floor mats and guard covers to keep customer's cars clean while working.
9. If a vehicle is required to return to have parts fitted which are presently unavailable, obtain confirmation of return of the vehicle from the Foreman/service advisors before ordering parts from the parts division.
10. 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.
11. Retain all parts replaced on warranty jobs as required by Toyota New Zealand.
12. 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.
13. Review the work done with the person responsible for service quality control (foreman or service advisor) prior to releasing the vehicle.
14. 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.
15. 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.
16. Liaise with other divisions in a helpful and courteous manner in all matters relating to your position.
17. Keep your work area in a clean, tidy, and safe state always.
18. Operate all workshop equipment in a safe and responsible manner. Wear all personal safety clothing and use all protective safety equipment provided. Immediately advise the Foreman/manager of any faulty or dangerous equipment/conditions.
19. Always meet the company's standards for personal grooming and always keep your work area in a tidy and clean state.
20. Willingly undertake all training required by Toyota New Zealand and act in a responsible manner which reflects your representative role.
21. Undertake such other duties as are required to fulfil the principal accountabilities of this role.