



JOB DESCRIPTION

Automotive Technician

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GENERAL SUMMARY

Specializes in maintenance and light repair work. Focuses on quick, high volume jobs (brakes, tires, filters, batteries, etc.). Has strong customer service orientation and the ability to work independently and efficiently.

Reports To: Service Manager

DUTIES AND RESPONSIBILITIES^a:

Achieving High Standards

Principal Duties and Responsibilities:

- Performs any and all repairs and service as indicated on Vehicle Inspection Report or Repair Estimate Order.
- Ensures high quality service and repairs are provided to every customer.
- Maintains all personal and company-provided tools and equipment in proper operating condition.

Additional Duties and Responsibilities:

- Reports any missing or damaged company tools or equipment to management.

Working Effectively With Others

Principal Duties and Responsibilities:

- Communicates well with customers and dealer personnel.
- Suggests products, services, equipment or practices to improve sales, safety, or customer satisfaction.
- Promotes cooperation and teamwork.

Additional Duties and Responsibilities:

- Assists fellow employees as necessary.

Handling Pressure

Principal Duties and Responsibilities:

- Handles multiple tasks quickly and efficiently

Additional Duties and Responsibilities:

- Maintains customer focus while dealing with a difficult customer.

Managing Business Complexity

Principal Duties and Responsibilities:

- Prioritizes work to ensure all deadlines are met.
- Determines work that needs to be done immediately and work that could be done and then notifies customer.

Additional Duties and Responsibilities:

- Utilizes Quick Lane processes and policies to ensure customer satisfaction and efficient and effective service operations.

^aResponsible for other duties as assigned and/or required by business need.

DUTIES AND RESPONSIBILITIES^a (continued):

Applying the Basics

Principal Duties and Responsibilities:

- Visually inspects vehicle parts for damage or safety issues.
- Complies with all OSHA/NOSHA, state and local laws regarding safety, hazardous materials, and environmental materials.

Additional Duties and Responsibilities:

- Reports security violations or unsafe conditions to management.
- Maintains technical skills.

SKILL REQUIREMENTS

Skills required to perform principal/additional duties and responsibilities:

Achieving High Standards focuses on ensuring customer satisfaction, getting results, getting details right, and displaying professionalism and integrity. This includes anticipating customer needs, overcoming obstacles, seeking solutions, self-starting rather than passively waiting for direction, accomplishing tasks and showing concern for all aspects of the job as well as following ethical standards set by the company.

Working Effectively with Others focuses on valuing teamwork, listening, speaking and writing effectively, and influencing customers. This includes being aware of the impact of one's own behavior on others, considering feelings and viewpoints of others, adjusting explanations for different audiences to ensure understanding, expressing ideas clearly in written text, and using appropriate communication styles to persuade others to change their opinion.

Handling Pressure focuses on adapting to change, maintaining composure, and resolving conflicts. This includes changing priorities and procedures, maintaining performance under stress and opposition, being sensitive to time deadlines, maintaining positive and professional attitude, understanding others' "points of view" and analyzing all viewpoints objectively.

Managing Complexity focuses on planning and prioritizing, analyzing problems, and making decisions. This includes establishing priorities and organizing workload to accomplish goals and meet deadlines to support FIRTFT, customer handling, and business growth.

Applying the Basics focuses on referencing written information, applying basic math skills, using computers and technical systems, completing forms, and following safety procedures. This includes processing information from tables, written text, and charts; executing practical math problems; using systems to input or access information; and completing paperwork so that all information is correctly recorded.

EDUCATION/CERTIFICATION REQUIREMENTS

Education, training and/or state/national certifications should clearly demonstrate the possession of the knowledge and skills stated above.

- Minimum of High School degree or equivalent
- Valid driver's license preferred
- ASE certification preferred

^a**Responsible for other duties as assigned and/or required by business need.**

Automotive Technician, continued

EXPERIENCE

- Two years in automotive service.

PHYSICAL REQUIREMENTS:

- Moving about the Quick Lane Shop
- Utilizing physical and manual dexterity
- Using equipment consistent with industry standards

WORKING CONDITIONS:

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HOURS OF WORK

Monday - Friday 8:00 a.m. to 5:00 p.m.

Saturday 8:00 a.m. to 12:00p.m.