



JOB DESCRIPTION

Job Data

Job Title:	Mechanic
Department:	Service Department
Supervisor:	Service Consultant / Dealer Principal
Status:	Full-time position

Summary Description

To repair, customize, maintain, or overhaul both customer and dealer owned motor vehicles as close to the allotted time schedule as possible with excellent quality.

Key Result Areas

- Customer Service
- Service Department operations

Major Duties and Responsibilities

1) Service Department Operations

- Provide prompt, dependable, high quality, vehicle service to (internal & external) customers.
- Complete repair work within the scheduled or allotted time period whenever possible. Continually improve this "efficiency" skill.
- Maintain productivity (time spent working on billable jobs) as close to 100% as possible.
- Accept work assignments from Service Consultant.
- Request parts for the job as early as possible when needs become known.
- Perform service, repair and customization work in accordance to factory specifications.
- Assist Service Consultant, when requested, with writing up work orders, communication with customers, test riding, or any other issue which will help ensure customer satisfaction.
- Notify Service Consultant of additional work needed or any delays in expected completion as soon as they become known so that customer may be contacted and notified of the delay.
- After job is finished ensure proper completion and filing of paperwork.
- Keep work areas as clean as possible and assist others with maintaining shop cleanliness.
- Maintain technical (PHD and other) qualification by completing any necessary training programs assigned to you by the Service Consultant.

2) Customer Service

- Minimize come-backs and deal with them promptly and satisfactorily when they do occur.
- Keep customers' vehicle cleaner than when it was dropped off.
- Avoid making commitments which cannot (or likely will not) be met. Set customers' expectations to a level where they will likely be met.
- Handle customer complaints reasonably, showing empathy and a positive attitude, and demonstrate our commitment to "Make Things Right".

3) Other Duties

- As assigned

Supervisory Responsibilities

- Nil.

Commitments

- Treat all employees and customers fairly, courteously, and with respect.
- Model superior customer service behavior for all personnel by maintaining positive relationships with customers, colleagues, owners etc.
- Be honest and fair with all business dealings.
- Maintain up-to-date technical qualification and complete all relevant training programs.
- Wear appropriate uniform on all work occasions.
- Demonstrate an interest in growing the service business.
- Focus on quality.

Qualifications & Job Requirements

- Relevant mechanical trade qualification (motorcycle preferred but not essential).
- Current, valid motorcycle licence or willingness to obtain.
- Current National police clearance or willingness to obtain before commencement.
- Good communication and interpersonal skills and the ability to get along with a broad customer base.
- Efficient at performing tasks and a good work ethic.
- A good team player.
- Sound computer skills to be able to use our computer programs are preferred.

Note: Mechanics need both basic and special tools to properly diagnose and service our products. They are required to own a set of tools – to be discussed at interview.

Physical Demands

- The noise level in the work environment is usually loud.
- Requires the use of both hands.
- Frequently required to bend, stoop, crouch, reach, handle tools, and lift heavy material.
- Frequent required the ability to balance and push a motorcycle.

Working Conditions

- Frequently works near moving mechanical parts
- Is potentially exposed to battery acid, gasoline, chemical cleaning materials or other toxic materials commonly found in a motor vehicle service department.
- Occasionally, exposed to exhaust fumes or other airborne particles.

Position and occupant details

Note: Both parties are to sign and date the areas provided to indicate their mutual agreement of the requirements of the position. A copy should then be kept by both.

Job Description prepared by:	Responsibilities accepted by employee:
Dealer Principal: _____	Occupant Name: _____
Signed: _____	Signed: _____
Date: _____	Date: _____

Date of document

Last update: 24 January 2012