

Position Description

Title: Service Technician – Convenience Retailing, LLC

Reports to: Service Manager

Major Job Objectives:

To ensure that the customers of Convenience Retailing, LLC's service bay facilities receive "best-in-class" service within the automotive repair industry with regards to the quality of workmanship, customer satisfaction index (CSI), scheduled maintenance, and appearance. You will be responsible for performing a thorough Courtesy Check on all vehicles, recommending services needed, diagnosing and fixing all vehicles thoroughly, and utilizing quality parts and workmanship. You will support the Service Manager as needed, in order to provide the very best service to our customers. Specifically you will perform the following functions:

- Be to work on time and in the approved uniform
- Utilizing our Courtesy Check sheet, review every car and make recommendations on work needed
- Complete all repairs in a quality and timely manner
- Test drive all vehicles that have had repairs made to them
- Secure all station assets including equipment, inventory and customer vehicles (cars locked and keys secured)
- Maintain and acquire current ASE certifications
- Work to become a Maryland State Inspector
- Have and update the tools necessary to complete all repairs
- Assist the Service Manager when necessary in handling the service desk, answering phones, repair order in-put, and ordering parts
- Maintain the appearance of the shop by keeping your work area clean and organized.
- Maintain a supportive/cooperative line of communication with all members of the station staff
- Other tasks as may be requested by the Service Manager

Service Department Hours:

Hours of service bay operations are Monday thru Friday 8AM – 5PM and Saturday's 8AM – 2 PM (or as required). Service Technicians work every other Saturday and any Saturday when crew members are on vacation.

Accepted: _____

Date: _____