

## **Technician Job Description**

**Title:** Service Technician – AutoStream Car Care

**Reports to:** Service Manager/Assistant Service Manager

### **Major Job Objectives:**

To ensure that the customers of AutoStream Car Care 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 digital Courtesy Check on all vehicles (companywide goal is 10 pictures per inspection, both good and bad findings), recommending services needed, diagnosing and fixing all vehicles thoroughly, and utilizing quality parts and workmanship. You will support the Service Manager and Assistant 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 a minimum of 15 meetings prior to the shop opening and be in approved uniform – AutoStream shirt tucked in, Navy Blue work pants (no jeans), steel toed work shoes or boots. All jackets, hoodies, hats and other outer wear must be AutoStream logoed apparel.
- Utilizing our digital Courtesy Check, review every car completely and make recommendations on findings and work needed.
- Complete all repairs while maintaining quality workmanship and in a timely manner.
- After completion, test drive all vehicles to ensure that all repairs are of good workmanship and quality.
- Secure all location assets including equipment, inventory and customer vehicles (cars locked and keys secured).
- Acquire and/or maintain all ASE and other industry certifications.
- Acquire and/or maintain certification as a Maryland State Inspector.
- Maintain and update all personal tools necessary to perform and complete all repairs.
- Ensure compliance with all government regulations and requirements – OSHA, Maryland State Inspection, State and County agencies, etc.
- Assist the Service Manager/Assistant Service Manager when necessary in handling the service desk, answering phones, repair order input, and ordering/receiving parts.
- Maintain the appearance of the shop by keeping your work area clean and organized throughout the work day. Clean the shop at the start and end of every work day (or in slower periods during the work day, as required).

- Maintain a supportive/cooperative line of communication with all members of the company and location staff.
- Other tasks as may be requested by the Management Team.

**Service Department Hours:**

Hours of service bay operations are Monday thru Friday 7:30 AM – 6:30 PM and Saturday’s 8AM – 2 PM (or as required). Service Technicians work every other Saturday and any Saturday when crew members are on vacation or other staffing needs require.

Accepted: \_\_\_\_\_

Date: \_\_\_\_\_