

Martin Service

• AUTO REPAIR YOU CAN TRUST •

Job Title: General Service Technician

Reports to: Shop Foreman or General Manager

Hours: Full-Time

Purpose & Objective:

- The General Service Technician is an important role in the shop that ensures that all work requested by the customer has been completed and that the car is found in cleaner condition than when we found it. In addition this role helps make sure the shop is clean, organized, stocked and safe.

Job Responsibilities and Duties:

PRIMARY:

- Ensure a great customer experience by performing the shops Quality Control Inspection process and a Mini-Clean on all vehicles that we completed repairs or services on.
- Ensure shop is kept clean and stocked. This includes, but is not limited to: Cleaning and stocking shop bathroom/locker-room, keeping shop floors clean and free from debris, fluids, used parts, etc., Regularly walking outside grounds and ensuring they are clean and free from trash, debris, leaves, etc.

SECONDARY:

- Driving Company van to pick up parts and shuttle customers as needed.
- Completing Specific Services and Repairs on customer's vehicles with

excellence and precision as directed by Shop Foreman or Manager to assist with service levels.

- Assisting with Rental Car fleet to ensure the fleet is clean and ready for rental.

Additional responsibilities and duties may be necessary based on the needs of the business.

Qualifications, Knowledge, Skills, and Abilities :

- Basic knowledge of passenger automobiles in order to identify components in engine compartment and undercarriage for the purpose of checking repairs.
- Skilled in in basic automotive repair skills such as how to change a tire, or how to change oil
- Ability to get into and out of a vehicle without assistance, including ability to operate/drive a vehicle.
- Must possess a valid US Driver's License and ability to drive with passengers.
- Ability to lift 50 lbs without assistance.
- Ability to perform physical maneuvers for various tasks in the shop, such as sweeping, pushing a floor cleaning machine, reaching high and low with hands/arms, and other full body movements as needed to complete job.
- Skilled and able to interact with customers in a professional manner for the purpose of answering general customer questions in person and completing shuttle rides.
- Skilled and able to read/write english on a computer and on paper.
- Skilled and able to perform basic counting and math.
- Ability to perform major and fine motor skill movements in the process of using various tools and techniques for the purpose of repairing and servicing vehicles.

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.