

## **Job Description**

<b>Position:</b>	<b>Automotive Maintenance Technician</b>	<b>Department:</b>	<b>Other Retail</b>
<b>Reports To:</b>	<b>Service Station Manager</b>	<b>FLSA Status:</b>	<b>Non-Exempt</b>

### **Position Summary**

Distributes and markets auto parts, lube oil and related products; installs and services automotive, truck and farm tires; and provides auto mechanical service in a manner that will optimize the cooperative's market share and savings, improve the cooperative's efficiency, help achieve the cooperative's mission and goals, and result in outstanding customer service. Responsibilities involve sales, service, inventory, maintenance, and other duties as assigned by the Service Station Manager.

### **Essential Functions/Responsibilities**

1. Performs general automotive repairs, and performs other service work as requested by customers and management.
2. Sells, installs, and services tires, hydraulics, and automotive parts; Provides friendly and efficient service and offers recommendations for products sold that will benefit the customer. Responsible for recommendation accuracy.
3. Ensures all parts, equipment and labor are accounted for and billed properly utilizing work orders and other means of accounting for work completed.
4. Greets all customers enthusiastically and promptly in person and over the phone.
5. Works with the Service Station Manager to handle customer concerns promptly and follow through to resolution.
6. Maintains an excellent working knowledge of the complete oil line, parts, tires etc. by attending all product updates and training sessions as requested
7. Maintains equipment, service bays, display areas, inventory, general facility and office areas; prices and merchandises inventory properly when applicable
8. Maintains service bays by keeping equipment in good mechanical condition, ensuring station floor is swept and tools, equipment, and walls are clean; follows cleaning & maintenance schedule as assigned
9. Establishes and maintains effective customer relations by meeting or exceeding customer expectations; Contributes to positive company image at all times through excellent customer service and appearance.
10. Assists the Service Station Manager in establishing and achieving sales goals

### **Non-Essential Functions/Responsibilities**

1. Performs other duties and responsibilities as requested by authorized personnel

## **Qualifications**

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### **Education/Training Requirements**

- High School diploma or equivalent required

### **Experience Requirements**

- 1-2 years automotive mechanical diagnosis, problem-solving and repair experience desired
- Proven ability to do most auto-light truck repairs desired

### **Licensing/Certification Requirements**

- Valid driver's license required
- Driving record acceptable for commercial insurability required

### **Skills/Abilities Requirements**

- Must be able to provide your own tools
- Detail-oriented with excellent customer relations skills
- Self-motivated with the ability to work within deadlines
- Strong computer skills and numeric aptitude
- Effective written and verbal communication skills

## **Physical Demands**

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<b>Stationary Position</b>	Must be able to maintain a stationary position for 4-6 hours
<b>Operate</b>	Frequently operates automotive tools, equipment, and a computer
<b>Exerting Force</b>	Exerting 50 to 100 pounds of force occasionally, and/or 25 to 50 pounds of force frequently, and/or 10 to 20 pounds of force constantly.
<b>Transport</b>	The employee must occasionally lift and/or move up to 100 pounds.
<b>Reach</b>	Able to reach over-head frequently
<b>Positions self</b>	Able to stoop, bend, kneel, crouch, crawl and squat frequently
<b>Ascend/Descend</b>	Able to climb occasionally
<b>Communicate</b>	This position frequently communicates with customers and managers. Must be able to exchange accurate information in these situations.
<b>Vision</b>	Distance vision, Peripheral vision, Depth perception and Ability to adjust focus.
<b>Exposed to</b>	<p>The employee is regularly exposed to indoor and outdoor weather conditions. Frequently exposed to work near moving mechanical parts; fumes or airborne particles and vibration.</p> <p>The noise level in the work environment is usually moderate and sometimes loud.</p>

## **Acknowledgement**

I have read and understand the job description for my position. I am able to perform all the essential functions for this position. I understand that management has the right to assign or reassign duties and responsibilities to this job at any time.

I agree to comply with the company handbook and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor. I will strive to uphold the mission and vision of the organization.

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Employee Signature

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Date

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Employee Name (Printed)