



Charlotte HERO Patrol
Roadside Assistance

Dispatch: (704) 912-HERO (4376)
www.CLTHERO.com help@clthero.com
www.facebook.com/charlottehero

Overview and Job Description

Please find the attached job description for a HERO 1 Roadside Assistance Technician. We are an equal opportunity employer and will consider all applicants that meet our requirements and qualifications. Overall, anyone with a basic working knowledge of automotive operations can likely perform the functions of most of our positions. We provide approximately 40 hours of on the job training which, when paired with a candidates existing knowledge, typically results in most candidates being able to perform their job with little to no supervision. However, performing the physical hands-on aspects of the job is only one portion of what we are looking for in our candidates.

The candidates we are seeking must be at least 21 years old and possess the following traits:

- Dependability – Show up on time, every day, ready to work
- Motivation – Perform job duties with little to no supervision
- Loyalty – Be loyal to the image our company presents to our customers
- Honesty – Respect the property of our company and our customers
- Integrity – Do the right thing, even when no one is watching
- Friendly and Outgoing – Always maintain a “can-do” attitude
- Teachability – Must be able to accept feedback and be willing to learn new procedures
- Ownership – Acknowledge faults and identify ways to improve

With that understanding, all job applicants must meet the following criteria at the time of applying:

- Must have a stable and verifiable job history
- Must have a valid North Carolina driver’s license with a great driving history. More detail about this requirement is provided in the attached job description. (You ARE required to submit a copy of your driving history with your application)
- Must be able to pass a background check. More detail about this requirement is provided in the attached job description.
- Must be drug free and pass a drug and alcohol screening. More detail about this requirement is provided in the attached job description.

Please read all information carefully, if you do not meet these specific expectations and requirements above, and those found in the attached job description, we may not be able to move forward with your application. **If there is a specific requirement that you have questions about regarding your eligibility, please reach out to us as there may be some alternatives we can come up with so please don’t hesitate to ask.**

We look forward to receiving your completed application. If you have any questions, please reach out to us at help@clthero.com

Sincerely,
Nick Brown
Owner

Job title	<i>Highway Emergency Response Operator 1 – Roadside Assistance Technician (H.E.R.O. 1 – Roadside Assistance Technician)</i>
Reports to	<i>Reports to HERO Supervisor or Operations Manager in the absence of a HERO supervisor</i>
Type of employment	<i>Full time</i>

Job Purpose

Our Highway Emergency Response Operators, or HERO's, provide customer focused support for a variety of vehicle related issues. In the course of their day, HERO's will communicate with dispatchers and customers as well as other service providers and motor clubs/insurance companies and they must maintain a positive attitude and appearance at all times. Charlotte HERO Patrol Roadside Assistance is a fast-growing company and embraces a mission of serving customers in a professional, friendly, timely fashion to resolve their issue so they can continue on with their day. The goal of the HERO is to ensure our mission remains customer focused by providing excellent customer service without compromising safety, reliability or quality of service.

Employee Responsibilities

- Arrive at work on time, as scheduled and ready to work when shift begins;
- Maintain consistent excellent attendance record;
- Consistently deliver high quality customer service through professionalism, timely response, competent skills and general courtesy;
- Maintain personal appearance and wear appropriate attire/uniform in compliance with established company standards and within safety guidelines;
- Cooperate with all co-workers, partners, providers and customers;
- Promote the services offered by our company and be an advocate for the overall operations of the company;
- Abide by all Federal, State, County and Municipal laws, rules and ordinances;
- Operate assigned company vehicle in a professional, courteous and lawful manner;
- Maintain assigned company vehicle, tools and equipment in clean, presentable and professional condition at all times;
- Conduct daily vehicle inspection of assigned company vehicle to identify items in need of repair, check essential vehicle fluid levels (windshield washer, oil, coolant, etc.), topping off if needed, check tire pressures and reinflate according to tire pressure placard, check tools, equipment and supplies needed to perform job duties, replace as needed;
- Maintain safe operating conditions at all times;
- Attend driver and employee meetings and safety briefings as required and/or requested;
- Attend training to obtain certification as required and/or as requested;
- Assist in training new employees as requested;
- Ensure that all of your actions represent the company in a positive manner and would always result in nothing less than a 5-star customer review/rating;
- Strive to be a HERO for EVERY customer!

Job Summary

- As a HERO, you will be responding to customer locations, including residential driveways, commercial parking lots, parking garages and highway/roadway areas.
- The overall job includes performing flat tire changes/spare tire installation, tire plug/repair, tire pressure check/inflation, unlocking vehicles, delivery of gasoline/diesel fuel, battery jumpstarts, testing and/or replacement and other duties as assigned, including occasionally providing winching or towing services to customers.
- A marked company vehicle and all necessary tools are provided for responding to and handling all calls during assigned shifts.

Job Duties

- Coordinate response to calls for service by providing accurate estimated time of arrival to dispatch, customer and/or motor clubs. This includes ensuring the on-duty dispatcher is aware of your location at all times so they will be able to calculate accurate ETA's for incoming calls for service.
- Change flat tires and installing customer or company provided spare tire, plugging tires that can safely be repaired, check and inflate tire pressure to proper PSI according to vehicle manufacturer placard or labels.
- Deliver appropriate amount and type of fuel and refill customer fuel tank.
- Deliver appropriate amount of engine coolant, oil or other fluid and top off to necessary levels based on vehicle manufacturer specifications.
- Unlock vehicle doors, trunk or hood.
- Test and jump start dead or weak vehicle battery.
- Remove faulty vehicle battery and replace with a new battery.
- Perform services on a variety of vehicle types and sizes including but not limited to passenger vehicles, SUV's, pick-up trucks, medium duty vehicles (box trucks, cargo vans, trailers, RV's and motorhomes)
- Performing winching or towing services as needed.
- Perform minor mechanical repair when possible.
- Adhere to all company policies as well as all NHTSA, DOT, TIMS or OSHA guidelines related to the work performed.
- Routinely attend classroom or online training to remain current on trending industry standards and safety guidelines.
- Initiates, completes and submits service call forms in a timely manner.
- Collects payment by cash, credit or debit cards.
- Maintain all equipment in clean and working order.
- Perform other duties as requested, including but not limited to dispatch, cleaning and organizing vehicles, office or shop.

Requirements and qualifications for hiring consideration

- Must have a stable and verifiable job history.
- Must be at least 21 years' old.
- Must have a high school diploma or equivalent.
- Must have a valid North Carolina driver's license with a 3-year driving history free of any moving violations, no points within the 3-year period and no at-fault motor vehicle accidents within the 3-year period. Any DUI/DWI conviction within 7-years of application is a disqualifier for employment.
- Must be willing to submit to and pass a background check. A background screening will cover all civil and criminal record checks. A felony conviction is a disqualifier for employment. Any misdemeanor crime involving assault, battery, fraud, theft is a disqualifier for employment. Any criminal charge, regardless of the offense, that has not been resolved, disposed of or is still pending is a disqualifier for employment.
- Must have reliable transportation to and from work location.
- Must be willing to submit to and pass drug/alcohol screening for initial application process and periodically throughout employment.
- Must live in the area of North Charlotte (28269, 28216, 28262), Davidson (28036), Cornelius (28031) or Huntersville (28078). Residency in other areas may be considered depending upon circumstances and applicants job history/experience.
- Must have a smart phone with GPS, data access, voice and text capabilities.
- Must have the ability to use a variety of technology to receive/send information pertaining to dispatch information, including but not limited to mobile device applications, telephone and radio communications.
- Must exhibit excellent interpersonal relation skills and practice/demonstrate superb customer service skills that will allow you to interact with customers in a professional manner at all times, in all conditions and all circumstances.
- Must be very motivated to perform well under any conditions with the ability to be self-disciplined and self-driven with very little direct supervision.
- Must be able to apply current knowledge, skills and abilities to perform job functions but must also be willing to learn new skills or techniques that align with the company policies and procedures or industry service delivery standards. This includes being able to handle constructive

feedback or criticism and utilize the feedback to improve or adjust your work performance to align with company policies and procedures.

- Must be willing to work a variety of shifts including days, nights, weekends and holidays.
- Must be available to work shifts consisting of 8-12 hours at a time.
- Experience in customer service/customer facing role (Required).
- Must have working knowledge of various vehicle components and systems to comprehend problems/symptoms and perform troubleshooting in the course of everyday job assignments (Required).
- Experience in automotive repair, roadside assistance and/or towing industry (Required).

Working conditions

Our hours of operation are 7am – 9pm, 7 days a week and calls for service occur at all times of the day and evening, in all types of weather conditions and environments and our HERO's are expected to perform their job regardless of the conditions they face. Our largest safety risk is working in and around traffic on the highway/roadway. HERO's must understand that the job must be performed whether the temperature is hot or cold, the weather is wet or dry, icy and cold, during daylight or darkness, in a paved parking lot or wet, muddy roadside. Shifts will begin and end at our dispatch office location which has heat/air conditioning, electricity, telephone, internet, water and a unisex restroom. All calls will be completed in a marked company vehicle, using company provided tools and equipment.

Current shift opening

The current opening is a full time shift assignment and the exact schedule will be explained in a subsequent job offer letter for the successful candidate. Most of our positions consist of 12-hour shifts (7am-7pm) with a mixture of rotating or alternating weekdays and weekends.

Training period

All newly hired employees will undergo approximately 40 hours of paid training with the operations manager (or his/her designee). The training period is intended to assist the new employee with understanding the policies and procedures of the company operations as well as familiarizing the employee with the most acceptable methods for performing their job functions. It is impossible to demonstrate or train employees for every type of situation they will encounter as most employees will continue to learn new skills and improve upon existing skills throughout their employment. The training period is intended to prepare the employee to perform their work with little to no direct supervision. At the conclusion of the 40-hour training period, the employee will be placed on a 90-day probation period where their performance will be monitored. Additional training and/or coaching will be provided as needed based on observations of performance.

Physical requirements

Candidates must be able to stand, sit, crouch, stoop, bend, reach, twist as well as lift/carry up to 50 lbs. for short heights/distances. Must be able to spend a significant amount of time in a vehicle driving to call locations throughout a 20-mile radius of the Charlotte metropolitan area or at times locations beyond the regular Charlotte coverage area.

Compensation

Starting pay is \$12.00-\$14.00/hr based on experience, performance, knowledge, skills, abilities, and competencies.

Date approved:	<i>February 16, 2021</i>
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