



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

Job Applicant Package

Please find the attached job description for (1) full time position for a HERO 1 Roadside Assistance Technician along with an application to apply with our company. 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 me 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 (1) position currently open and available for application</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.

Applicant initials: _____

Date of completion: _____

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.

Applicant initials: _____

Date of completion: _____

- 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

There is (1) available opening for this position. 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>January 18, 2021</i>
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Applicant initials: _____

Date of completion: _____



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Employment Application

Applicant Information

Applicant name: _____
Last First Middle initial

Home Address: _____
Street address Apt/Suite/Unit #
City State Zip

Mailing Address: _____
(if different from home) Address Apt/Suite/Unit #
City State Zip

Social Security #: _____ Date of Birth: _____ Birthplace: _____

Driver license #: _____ State: _____ Classification: _____

Cell phone: (____) ____ - _____

Email Address: _____

Position applied for: Office/Dispatch (must be 18+) HERO Roadside Technician (must be 21+)

Type of employment: Full time Part time

Are you a legal citizen of the United States? Yes No

If no, are you authorized to work in the U.S.? Yes No

Do you have any roadside assistance, towing or auto repair experience? Yes No

If yes, explain _____

Have you ever been **convicted** of a misdemeanor (other than a traffic offense)? Yes No

Date/details: _____

Have you ever been **convicted** of a felony? Yes No

Date/details: _____

Have you ever been **convicted** of driving under the influence? Yes No

Date/details: _____

Applicant initials: _____ Date of completion: _____

Please list any criminal charges you have faced in the past 5 years:

Date: _____ Charge: _____ Disposition/status: _____
Date: _____ Charge: _____ Disposition/status: _____
Date: _____ Charge: _____ Disposition/status: _____

Please list any traffic infractions/citations you have **received** in the past 5 years:

Date: _____ Infraction/citation: _____ Disposition: _____
Date: _____ Infraction/citation: _____ Disposition: _____
Date: _____ Infraction/citation: _____ Disposition: _____

Please list any traffic accidents (**regardless of fault**) you have been involved in the past 5 years:

Date: _____ State and County: _____
Date: _____ State and County: _____
Date: _____ State and County: _____

Would you be willing to submit to drug or alcohol screening prior to employment?

Yes No

If hired, would you be willing to submit to random drug or alcohol screening while employed?

Yes No

As part of the application process and prior to being offered employment, are you willing to submit to background check?

Yes No

If hired, as part of our compliance with insurance carriers that we provide service to, would you be willing to allow ongoing driving history and criminal background checks while employed?

Yes No

Education and Training

High School: _____ City, State: _____

Start date: _____ End date: _____

Did you graduate?: Yes No

College: _____ City, State: _____

Start date: _____ End date: _____

Did you graduate?: Yes No Degree: _____

Other: _____ City, State: _____

Start date: _____ End date: _____

Did you graduate?: Yes No Degree: _____

Specialty training: _____ City, State: _____

Beginning: _____ Ending: _____

Specialty training: _____ City, State: _____

Start date: _____ End date: _____

Applicant initials: _____

Date of completion: _____

Personal References

Please list two professional references (coworker, previous business acquaintance, etc.)

Full name: _____ Relationship: _____
Company: _____ Phone: (____) ____ - _____
Address: _____ City: _____ St: ____ Zip: _____

Full name: _____ Relationship: _____
Company: _____ Phone: (____) ____ - _____
Address: _____ City: _____ St: ____ Zip: _____

Employment History

Please list previous employment beginning with the most recent

Company: _____ Phone: (____) ____ - _____

Job title: _____

Responsibilities/Duties: _____

Length of employment: _____ Reason for leaving: _____

What was your pay when you left this position?: _____

Supervisor: _____ Supervisor phone: (____) ____ - _____

May we contact this employer/supervisor?: Yes No

Company: _____ Phone: (____) ____ - _____

Job title: _____

Responsibilities/Duties: _____

Start date: _____ End date: _____ Reason for leaving: _____

What was your pay when you left this position?: _____

Supervisor: _____ Supervisor phone: (____) ____ - _____

May we contact this employer/supervisor?: Yes No

Total number of **full-time** jobs you've had since age 18: _____

Total number of **part-time** jobs you've had since age 18: _____

Military Service (if applicable)

Branch: _____ Start date: _____ End date: _____

Rank at discharge: _____ Type of discharge: _____

If other than honorable, explain: _____

Family Emergency Point of Contacts

Please list two family members to serve as your emergency contacts

Full name: _____

Relationship: _____ Phone: (____) ____ - _____

Address: _____ City: _____ St: ____ Zip: _____

Full name: _____

Relationship: _____ Phone: (____) ____ - _____

Address: _____ City: _____ St: ____ Zip: _____

Applicant initials: _____

Date of completion: _____

Disclaimer and Signature

I certify that my answers are true and complete to the best of my knowledge. I understand that all information contained herein will be used for potential employment with Charlotte HERO Patrol Roadside Assistance, LLC. Falsified statements on this application shall be grounds for rejection of my application or dismissal from employment if falsifications are found at a later date. I authorize investigation of all statements contained herein and the references and/or employers listed above can be contacted for any information concerning my character, work ethic and employment history. Any information retrieved from a personal, professional, public records, criminal or civil background check shall be permitted for potential employment with Charlotte HERO Patrol Roadside Assistance, LLC. If hired, I agree to ongoing random periodic drug screening, criminal history, driving history and other background checks throughout my employment with the company. I release Charlotte HERO Patrol Roadside Assistance, LLC from any liability for any actions/activities that occur as the result of verifying the information I have provided unless I specifically checked a "no contact" box above for a specific employer. I understand that if hired, my position will not include benefits such as health/dental insurance, retirement or paid leave and that my income is subject to IRS payroll deductions and income reporting. With the exception of office/dispatch personnel, due to commercial insurance requirements, in order to drive and operate a company vehicle, employees must be 21 years old with an infraction free driving history for a minimum of 3 years. This includes **all** traffic citations or violations, any other moving violation or an at-fault accident and/or points being accumulated on your driving record. Non-moving violations (parking, equipment malfunction, etc.) usually do not result in points on your driving record and should not negatively affect your driving record.

To complete your application process, sign and date below and send the following items:

- A completed/signed application (be sure to initial and date the bottom of every page)
- A DMV driver's history report
You can order/print one at: <https://edmv.ncdot.gov/DrivingRecords>

Send your documents by email to: help@clthero.com

Applicant signature: _____ Date: _____

Application review process:

Applications will be reviewed within 7 days of submission. If you are an ideal candidate for our company you will be contacted by phone or email to schedule an interview.

Applicant initials: _____

Date of completion: _____