Mercedes Benz of Arlington

Technician job description

Summary/Objective

The Flat Rate Technician diagnoses and performs repairs on all vehicle components with efficiency and accuracy in accordance with dealership and manufacturer standards.

Essential Functions

- Performs vehicle inspections, troubleshooting and testing to determine required or recommended repairs.
- Accurately diagnose malfunctions and perform the necessary repairs for them including but not limited to repairing engine failures; repairing mechanical and electrical systems malfunctions; replacing parts and components as required.
- Examines assigned vehicle to determine if further safety or service work is required or recommended.
- Verifies vehicle serviceability and ensure quality repairs the first time by conducting test drives; adjusting controls and systems as required.
- Ensures that customer vehicles kept clean during repair process.
- Contains costs by using warranty; evaluating service and parts options for repairs as required.
- Communicates with service advisor if additional work is needed.
- Aids service writer as needed to add lines to work orders, conduct test rides, interact with the customer, or in any other way necessary to guarantee customer satisfaction.
- Maintains a clean, efficient work area and assist in keeping the shop neat and organized.
- Documents all work performed and recommended on the repair order in accordance with operating procedures.
- Understands the terminology of the automobile business and keep abreast of technology changes.
- Follows all attendance and punctuality standards with adherences to timekeeping standards; Employees are required to record the beginning and ending times of any work day, break or departure from work for personal reasons.
- Follows the Code of Business Ethics and Conduct.
- Understands and follow all work rules and procedures and follows lawful directions from Supervisors.
- Upholds the company's non-disclosure and confidentiality policies and agreements.
- Maintains a professional appearance in accordance with company policy.
- Use appropriate PPE while in the workshop.
- Attends pertinent training on request.
- Attends company meetings as required.
- Be a constant example of safety, quality, efficiency and professionalism in the shop.

Other Duties

Please 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 for this job. Duties, responsibilities and activities may change at any time with or without notice.