**JOB DESCRIPTION**

**LEAD TECHNICIAN**

Department: Service Prepared By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reports to: Service Manager Approved By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Revised Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**OBJECTIVE**

The Lead Technician is responsible for diagnosing and performing inspections, repairs, maintenance, and installations efficiently and according to The manufacturer’s quality, safety, and time standards. Primary objectives include assisting Service Technicians, ensuring customer satisfaction and retention, and assuring vehicles are fixed during the first visit.

**PRIMARY RESPONSIBILITIES**

The Lead Technician is accountable for performing the duties and responsibilities described below. The list, however, is not necessarily an exhaustive description of the duties and responsibilities associated with the job. The Lead Technician also performs other duties and responsibilities as needed.

**Managing Complexity**

* Makes and implements decisions regarding repair options.
* Utilizes all available information to ensure proper resolution of problems.
* Determines the appropriate tests to perform on a vehicle to identify the problem accurately.
* Establishes processes and standards to ensure customer satisfaction and efficient operations.
* Completes repair orders within specified time frame and notifies appropriate personnel if otherwise.
* Coordinates with the Parts Department to ensure the availability of parts for repairs.

**Utilizing Fundamental Skills**

* Uses manuals, including diagrams, as necessary to complete the repair order.
* Completes all repair orders according to dealership policy.

**LEAD TECHNICIAN (continued)**

* Applies information found in technical publications, periodicals, bulletins, etc.
* Uses computer systems to look up part availability and repair orders.
* Understands and uses new systems or processes implemented by The manufacturer or the dealership.
* Understands and complies with federal, state, and local regulations, such as safety requirements, hazardous waste disposal, OSHA, Right-to-Know, etc.

**PRIMARY RESPONSIBILITIES (continued)**

**Producing Quality Results**

* Establishes and maintains good customer working relationships to encourage repeat and referral business.
* Ensures that customer complaints are handled tactfully, promptly, with genuine concern, and according to the dealership’s guidelines.
* Takes the initiative to exceed customer satisfaction, even if it requires overcoming obstacles.
* Suggests additional work that is needed to the Service Advisor or Shop Foreman so the customer may be notified.
* Takes the necessary steps to minimize the time it takes to receive a part.
* Before requesting parts, collect the necessary information (e.g., model year, etc.).
* Performs road tests to ensure repairs are completed correctly.

**Communicating With and Valuing Others**

* Assists Service Technicians in diagnosing and troubleshooting problems.
* Assists Service Technicians in explaining repairs to customers.
* Presents self as a positive role model by demonstrating a commitment to other employees, customers, dealership, and company.
* Strives for harmony and teamwork within the Service Department and other departments.
* Communicate verbally and non-verbally, concisely, and enthusiastically in one-on-one and group interactions.
* Listens actively to understand others completely.

**LEAD TECHNICIAN (continued)**

**Managing Demanding Situations**

* Resolves all disputes and difficulties with professionalism and composure.
* Performs multiple tasks simultaneously to meet and exceed deadlines and expectations.
* Prioritizes work to ensure all deadlines are met.
* Seeks new and challenging responsibilities.

**Applying Business and Technical Knowledge**

* Performs preventive maintenance, cleaning, and repairs of dealership tools and equipment.
* Diagnoses vehicles using appropriate tools, equipment, and resources.
* Provides technical advice and information to others as needed.
* Keeps up-to-date on all industry information.
* Strives to increase technical knowledge (e.g., obtaining certifications).

**EDUCATION and EXPERIENCE REQUIREMENTS**

The education and experience requirements below represent the knowledge, skill, and ability required to perform the primary duties and responsibilities successfully.

**Education**

* Minimum of High School degree or equivalent
* Valid driver’s license
* ASE or state certification as required

**Experience**

* Three years of experience in an auto repair or service facility is required; more than five years preferred
* One year of supervisory experience preferred

**LEAD TECHNICIAN (continued)**

**PHYSICAL and WORK REQUIREMENTS**

The physical and work demands listed below represent the demands on the job required to perform the primary duties and responsibilities successfully. Reasonable accommodations may enable the Lead Technician to perform the primary duties and responsibilities.

**Physical**

* Walking about the dealership
* Using hand and power tools and equipment consistent with industry standards
* Bending, stretching, crawling, reaching, and climbing
* Lifting to 70 lbs.
* Using physical and manual dexterity
* Driving a vehicle (if a valid driver)
* Using computers to look up and enter data

**Work**

* Noise
* Vibration
* Fumes (e.g., exhaust fumes and paint)
* Dust
* Extreme heat and cold
* Other hazardous and non-hazardous materials

**Job Description Acknowledgment**

I have reviewed the job description for my position and understand my responsibilities.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager Signature: ­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_