**JOB DESCRIPTION:**

**APPRENTICE TECHNICIAN (3)**

**TITLE:** Apprentice Technician

**OBJECTIVE:** Act as an integral, productive service team member under the supervision of the Lead Technician and Service Manager.

**REPORTS TO:** Lead Technician and Service Manager

**QUALIFICATIONS:** Some technical knowledge

**PRIMARY RESPONSIBILITIES**

## Daily Work

* Unless otherwise noted, the workday begins at 7:00 AM; you should be ready to receive work assignments. You must punch in when you are prepared to work.
* Your Lead Tech, Service Advisor, or Service Manager will assign you your jobs.
* You must punch onto the repair order by line condition when you begin and off when you complete the repairs for each line condition. (Please note that certain conditions apply to warranty diagnosis and repairs concerning punch times. These conditions are covered under separate instructions.)
* Keys vehicles are in the service office.
* Vehicles for repair and maintenance are located on the east side of the building.
* Vehicles requiring diagnosis must be road-tested first to verify condition is present or not present. Additionally, you may be asked to road test the vehicle with the customer to experience the exact condition.
* Road testing and verification or non-verification of the condition must be listed in your story on the line containing that condition.
* Conditions requiring diagnosis must have step-by-step procedures in the story of what you did to verify the repair, diagnose, and repair. Please see your Lead Tech for assistance if you have difficulty interpreting the condition.
* For those conditions that may be Warranty repairs: please see your Lead Tech or Service Manager for warranty verification before you make repairs.
* Warranty repairs requiring part(s) replacement: submit parts availability request through the DMS system to the Parts Department. (The Parts Department check for part(s) availability and deliver them to you if in stock. If the part(s) are unavailable, they will advise you of the availability. They will also forward parts availability requests to the Service Advisor handling the repair order.)
* Customer-pay and Internal repairs requiring part(s) replacement: submit parts availability *and* pricing request through the DMS system to the Parts Department. (The Parts Department will check for the part(s) availability and all pricing information, then forward it to the Service Advisor handling the repair order.) The service advisor will contact you regarding the part(s) diagnosis. The Service Advisor will contact you when they obtain approval from the customer. You should not make repairs until proper authorization is received from the customer. Your Lead Tech or Service Advisor may instruct you to go on to another job until approval is obtained.
* When not working on an assigned job, see your Lead Technician for another job.
* Communicate to the Lead technician any additional customer service needs, parts delays, or other problems.
* Road-test each vehicle for each repair you make to verify completion. See your Lead Tech for help if repairs did not correct the condition.
* When all work is completed, ensure all vehicles you work on are free of dirt/grease on door panels, steering wheels, seats, floor mats, hood, and fenders.
* Park the vehicle on the west side of the building.
* Keys for all vehicles are to be returned to the service office.

## APPRENTICE TECHNICIAN & TECHNICIAN WARRANTIES

* You must warranty all repairs made by you for 12 months or 12,000 miles, whichever comes first. (Please note, all original equipment manufacturer’s parts carry at least a 12-month/12,000-mile warranty on the part(s) and labor, except for installation-related problems.) Management reserves the right to charge back any labor hours it deems necessary because of improper diagnosis, excessive time claimed, improper installation, incomplete repairs, or consequential damages, including labor, parts, and sublet work resulting from your work.

## APPRENTICE TECHNICIAN & TECHNICIAN CLEAN UP

* At the end of the workday, your work stall must be swept, the air hose coiled and hung up, and the workbench with cabinets be cleaned and organized.

**ADDITIONAL RESPONSIBILITIES**

* Maintain a “How can I help?” attitude and teamwork with your daily activities.
* Comply with company standards for personal appearance and conduct.
* Attend any team meetings when called by service management.
* As with all future advancements and pay raises, it will depend on your achievements in acquiring technical expertise and knowledge on your product line. You should take advantage of improving your technical skill, productive efforts, and quality control methods.

**As a productive team member, everything you do as a Technician Apprentice affects every other team member just as their actions affects you.**

**Job Description Acknowledgment**

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

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

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