**JOB DESCRIPTION:**

**APPRENTICE TECHNICIAN (1)**

**TITLE:** Apprentice Technician

**OBJECTIVE:** To act as an integral, productive member of the service team under the supervision of the Service Manager

**REPORTS TO:** Service Manager

**QUALIFICATIONS:** Some technical knowledge

**PRIMARY RESPONSIBILITIES**

* Maintain a “How can I help?” attitude and teamwork with your daily activities.
* Complete all assigned work from your Lead Technician, Service Advisor, or Service Manager.
* Work in Express Lane as directed by the Lead Technician. (Please see the Express Lane Technician job description.)
* Communicate with your Lead Technician any additional customer service needs, parts delays, or other problems.
* When not working on an assigned job, automatically help one of your team members until your Lead Technician assigns you another job.
* 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 an Apprentice Technician affects every other team member just as their actions affect you.**

**Job Description Acknowledgment**

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

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

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