**JOB DESCRIPTION**

**SERVICE TECHNICIAN – LEVEL 2**

**JOB TITLE:** Service Technician – Level 2

**OBJECTIVE**

Functions as an experienced technician who can diagnose and repair most vehicle components with minimal supervision and has previously worked as a Level 2 Service Technician.

**PRIMARY RESPONSIBILITIES**

* Performs work as outlined on a repair order efficiently and accurately, following dealership and factory standards.
* Diagnoses the cause of most malfunctions and performs repair.
* Communicates with the Parts Department to obtain needed parts.
* Saves and tags parts of the job under warranty or if the customer requests.
* Examines assigned vehicle to determine if additional safety or service work is required or recommended.
* Communicates with the Service Advisor immediately if additional work is needed, if the work outlined is not required, or if repairs cannot be completed within the promised time.
* Documents all work performed and recommended on the repair order.
* Road tests vehicles when required or refers to the test technician.
* Participates in manufacturer-sponsored training programs, schools, and events.
* Keeps abreast of manufacturer technical bulletins.
* Supervises the work of any apprentice technicians as assigned.
* Reports machinery defects or malfunctions to the supervisor.
* Ensures that customers' cars are kept clean. Notifies the Service Advisor immediately of anything that has happened to change the appearance or condition of the vehicle.
* Keeps shop area neat and clean.
* Maintains and is accountable for all dealership-owned tools and manuals. Returns them to the proper place and in the same condition as received.
* Understands, keeps abreast of, and complies with federal, state, and local regulations such as hazardous waste disposal, OSHA Right-to-Know, etc.
* Safely operates all tools and equipment.
* Reports any safety issues immediately to management.
* Other tasks as assigned.

**ADDITIONAL RESPONSIBILITIES**

[If applicable.]

**SUPERVISORY RESPONSIBILITIES**

[If applicable.]

**QUALIFICATIONS**

An individual must perform each essential duty satisfactorily to perform this job successfully. The requirements below represent the required knowledge, skill, and ability. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**EDUCATION and EXPERIENCE**

* Bachelor's degree (B.A.) from a four-year college or university; or one to two years related experience or training; or equivalent combination of education and experience.
* Two to four years related experience or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS**

* Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
* Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the dealership.

**MATH SKILLS**

* Ability to add, subtract, multiply and divide into all units of measure using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
* Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic math.

**REASONING ABILITIES**

* Ability to apply common sense understanding to complete written, oral or diagram instructions. Ability to deal with problems involving several concrete variables in standardized situations.
* Ability to solve practical problems and deal with concrete variables in situations where only limited standardization exists. Ability to interpret various instructions furnished in written, oral, diagram, or schedule form.
* Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret technical instructions in mathematical or diagram form and deal with abstract and concrete variables.

**Certifications and License**

**Automotive Service Excellence (ASE) Certifications**

* Automatic Transmission/Transaxle Certification for Auto/Light Truck
* Brakes Certification for Auto/Light Truck
* Electrical/Electronic Systems Certification for Auto/Light Truck
* Engine Performance Certification for Auto/Light Truck
* Engine Repair Certification for Auto/Light Truck
* Heating and Air Conditioning Certification for Auto/Light Truck
* Manual Drive Train and Axle Certification for Auto/Light Truck
* Suspension and Steering Certification for Auto/Light Truck
* Damage Analysis and Estimating Certification for Collision Repair
* Mechanical and Electrical Components Certification for Collision Repair
* Non-Structural Analysis and Damage Repair Certification for Collision Repair
* Painting and Refinishing Certification for Collision Repair
* Structural Analysis and Damage Repair Certification for Collision Repair
* Assembly Specialist Certification for Engine Machinist
* Cylinder Block Specialist Certification for Engine Machinist
* Cylinder Head Specialist Certification for Engine Machinist
* Brakes Certification for Medium Truck
* Diesel Engines Certification for Medium Truck
* Drive Train Certification for Medium Truck
* Electrical/Electronic Systems Certification for Medium Truck
* Gasoline Engines Certification for Medium Truck
* Heating, Ventilation, and Air Conditioning Certification for Medium Truck
* Preventive Maintenance Inspection Certification for Medium Truck
* Suspension and Steering Certification for Medium Truck
* Automobile Parts Specialist Certification
* Medium Truck Parts Specialist Certification
* Advanced Series - Automobile Advanced Engine Performance Certification
* Advanced Series - Truck Advanced Electric Diesel Engine Diagnosis Certification
* Light Vehicles - Compressed Natural Gas Certification for Alternate Fuels

**I-CAR Certificate of Advanced Training**

* Advanced Vehicle Systems
* Aluminum Repair, Replacement, and Welding
* Detailing
* Electronics for Collision Repair
* Executive Seminar
* Finish Matching
* Glass Replacement
* Plastic Repair
* Steering and Suspension
* Understanding Collision Repair
* Workplace Hazardous Materials

**Other Training, Certification, and License**

* Manufacturer Training
* Paint Manufacturer Training
* State Emission Certification
* State Sales License
* State Vehicle Inspector Certification
* Valid Driver's License

**PHYSICAL REQUIREMENTS**

An employee must meet the physical demands described here to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Work environment**

The work environment characteristics described here represent those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Job Title:** Service Technician – Level 2

**Department:**

**Reports To:**

**FLSA Status:**

**Prepared By:**

**Prepared Date:**

**Approved By:**

**Approved Date:**

**Revised Date:**

**Job Description Acknowledgment**

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

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

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