**JOB DESCRIPTION**

# TECHNICIAN SERVICE TEAM LEADER

# (ADVANCED PRODUCTION TEAMS / SUPER GROUPS)

**TITLE:** Technician ServiceTeam Leader (Advanced Production Teams / Super Groups)

**OBJECTIVE**

To manage service team personnel as a production group of service hours and quality control all work being produced within his team.

**REPORTS TO:** Assistant Service Manager (ASM - Advanced Production Teams / Super Groups)

**QUALIFICATIONS**

Customer and employee relations ability, personnel management capability, and product and technical knowledge.

**PRIMARY RESPONSIBILITIES**

* Of prime consideration is that as a productive team member, everything you do as a team technician affects every other team member just as their actions affect you.
* Manage workload through the team in the most efficient manner, making maximum use of teaming of individual technicians.
* Assist the service staff with diagnostic efforts in the service lane.
* Train and assist individual technicians in their technically weak area(s).
* Perform individual repairs that require his technical abilities.
* Maintain teamwork area per department housekeeping standards.
* Coordinate parts procurement and distribution for jobs assigned to the team.
* Communicate to the ASM on each day's activities, any additional customer needs, parts delays, etc., which would affect the original agreement with the service customer. The ASM and the Team Leader should meet at 10:00 AM, 2:00 PM, and 4:00 PM.
* Comply with the company's standards for personal appearance and conduct.
* Maintain technical knowledge at a level that will assure production and quality control on all vehicles on which the company renders regular service.
* Keep service management informed of all team activities.
* Hold weekly team meetings to discuss progress, objectives, goals, deficiencies, problems, solutions, and other activities that will improve the workings of the team. Every Monday, all team personnel should attend a meeting, including ASM, APM, team members, and the Service Manager.
* Make sure team members clock in and out on jobs according to the dealership and the manufacturer's policies.
* Advise ASM each morning when team members are absent.
* Work as a liaison between the Quality Control Advisor and the team technician.
* Help facilitate needed technical training for team members.
* Attend all team meetings when called by service management.

**Job Description Acknowledgment**

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

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

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