

<b>Title</b>	Apprentice Service Technician
<b>Reports to</b>	Service Manager

### ***Job Purpose***

You will be responsible for assisting Service staff as directed by the Service Manager, handling all enquiries and work orders from pre-delivery to aftersales by providing service work in the workshop and in the field including diagnostic and repair services, equipment upgrades, fabrication, machinery delivery, mechanical advice, customer service in conjunction with you completing your four-year apprenticeship.

### ***Key Position Accountabilities***

- Assist mechanics as directed, with jobs to be allocated by the Service Manager regularly.
- Maintain and care for all tools and machines used.
- Detail of work carried out is to be legibly written on the back of the job card.
- All extra work carried out, serial number and hour meter reading to be checked and recorded on job card for each relevant machine.
- Provide excellent customer service.
- Record time when starting and finishing all repairs in the workshop.
- Daily time sheets to be filled in at the end of each day.
- Customer to sign job card.
- Service work and assigned tasks to be completed in a timely and efficient manner.
- Continually upgrade knowledge of all products offered by attending trade school and training sessions offered by O'Connors.
- Ensure you meet contractual, training, and competency requirements in line with organisational policies and RTO standards e.g. training plans, workplace evidence forms and contracts.
- Participate in the call back roster as required throughout peak operational periods, in accordance with policy requirements.
- Report to the Service Manager regularly in all matters affecting the service department's productivity/ efficiency.
- Carry out other tasks and assist others as directed by your Manager.

### ***Meetings***

- Attend weekly meetings for your department.
- Attend whole branch meetings when requested.

### ***Work Safety***

- To develop and maintain good work safety practices in the interests of the company's obligations to the Occupational Health and Safety Act.
- Take immediate preventative action as required minimising risk to oneself, other employees, customers and any other persons who may be on the premises.
- Working with other departments, ensure the dealership and yard is kept in a clean, tidy and safe condition.

### ***Commitment to uphold and champion the O'Connors' Core Values***

***Straight Shooter-*** speak openly, honestly and without fear. Stick to the facts and commit to your response.

- ✓ Demonstrate a high level of communication skills.
- ✓ Listen and take genuine notice of other's opinions.
- ✓ Speak up if there is an issue that needs to be addressed.
- ✓ Get the facts and share them to get the best outcomes.

**Continuous Improvement-** Embrace changing environments, new systems, different ideas and best practice.

- ✓ Be a leader and role model for all staff.
- ✓ Nothing is too much trouble when dealing with staff and our customers.
- ✓ Be highly organised and efficient.
- ✓ Be committed to high levels of quality in work outputs and processes.

**Be Committed-** approach and resolve all matters with a positive, informed and co-operative attitude, in a timely manner.

- ✓ Have a strong commitment to our organisation.
- ✓ Be motivated to drive and grow the business.
- ✓ Have a high commitment to achieve individual department and overall dealership goals and key performance indicators.
- ✓ Be prepared to meet the broader needs of the organisation whilst meeting the specific objectives of the role.

**Relationships-** invest time to develop successful partnerships with customers, suppliers and employees.

- ✓ Be approachable, create and maintain both new and existing relationships with new and existing clientele.
- ✓ Have a willingness to work cooperatively and collaboratively within the management team.
- ✓ Support and help your work colleagues.
- ✓ Have an empathy and concern for the welfare of work colleagues with an emotionally mature approach to conflict management.

## **Key Performance Indicators**

### Department

#### 1<sup>st</sup> and 2<sup>nd</sup> year Apprentices

- Understand productivity and efficiency requirements and how they affect the Service Department.

#### 3<sup>rd</sup> and 4<sup>th</sup> year Apprentices

- Productivity of > 95% (available hours vs clocked hours)
- Efficiency of > 95% (clocked hours vs charged hours)

### Safety

- Zero Loss Time Injuries.
- Maximum 1 medically treated incident per year.
- Maximum 5 First Aid incidents per year.

