

Title Apprentice Service Technician
Reports to 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

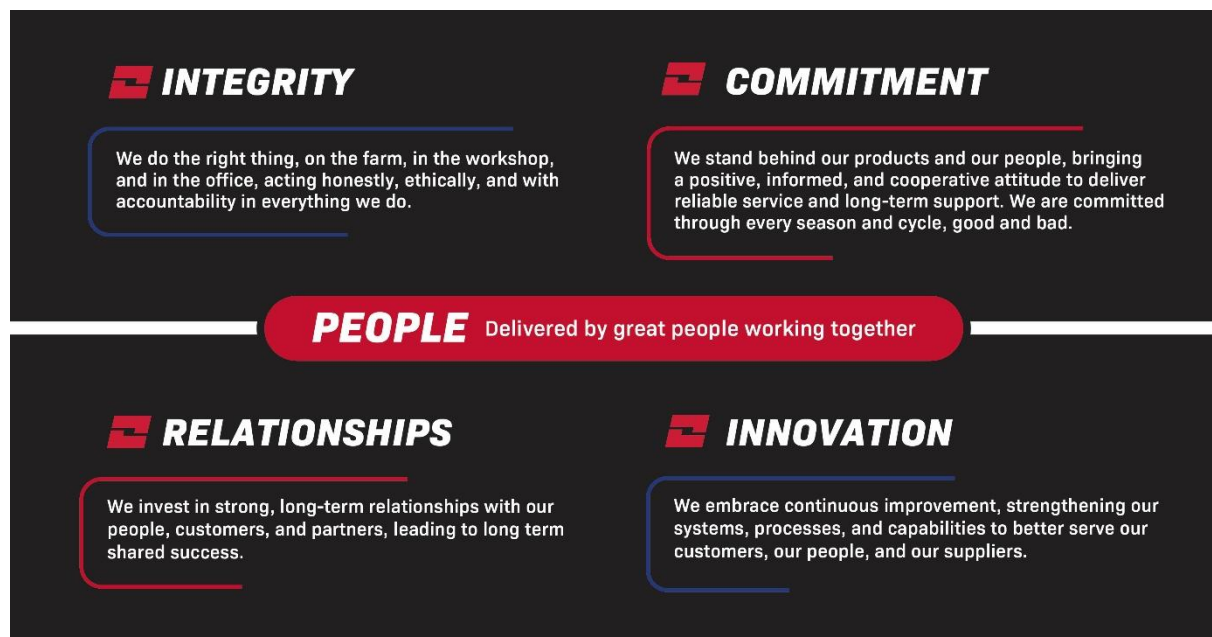
- Attend weekly meetings for your department.
- Attend whole branch meetings when requested.

Work Safety

- Comply with all requirements of the applicable Work Health and Safety (WHS) legislation, relevant codes of practice, and company WHS policies, procedures, and systems.
- Take all reasonable care to protect personal health and safety and that of colleagues, customers, contractors, and visitors, including but not limited to promptly reporting hazards, incidents, injuries, and near misses, participate in WHS consultation and training and follow reasonable WHS instructions.
- Work with others to maintain the dealership, office, and yard in a clean, tidy, and safe condition.



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



Key Performance Indicators

Department

1st and 2nd year Apprentices

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

3rd and 4th year Apprentices

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