

General Technician

Under supervision of the Advanced Technician, the General Technician performs work of considerable difficulty in the evaluation, repair and maintenance of vehicles and equipment. Effectively communicates with customers and employees to determine type of service necessary and the time required for completion.

TYPICAL DUTIES:

- Performs a digital 19 or 33 point inspection on vehicles
- Maintains a safe and organized workspace
- Performs service repairs and preventive maintenance on vehicles and equipment
- Communicates with Service Advisor regarding service repairs, estimates for time completion and routine maintenance
- Communicates with Service Advisor the requirements necessary to complete service repairs
- Notifies Service Advisor of job completion and/or any service delays
- Performs other duties as requested

KNOWLEDGE, SKILLS AND ABILITIES:

- Demonstrates an extreme attention to detail
- Ability to analyze written and verbal instructions, including manufacturers' service specifications
- Ability to write, present and respond to customers and staff members in a professional manner
- Ability to compute basic math equations

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

- Lift objects weighing between 25 – 50 pounds
- Safely work with team to lift and maneuver items weighing up to 100 pounds
- Stand, walk or sit for long periods of time without resting (up to 5 hours)
- Work in areas that require kneeling, crouching or crawling

MINIMUM EDUCATION/EXPERIENCE:

- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience
- Candidates must have a valid driving license and clean driving record
- Experience with Shop Management software preferred

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following core competencies:

- **Service Excellence** – Always provide the best service to each and every customer
- **Integrity** – Act with honesty and integrity without compromising the truth
- **Teamwork** – Support each other's efforts, remain loyal to one another, and care for each other both personally and professionally
- **Safety** – Ensure the safety of customers and employees by following all standard operating procedures put forth by Highline Car Care
- **Commitment** – Stay committed to great products, services and other initiatives that encompass the Highline culture
- **Efficiency** – Be efficient and effective in providing the best solutions & service to our customers with every visit and/or phone call
- **Accountability** – Take responsibility for your actions that influence the lives of our customers and fellow workers
- **Profit for All** – A business needs to turn a profit in order to keep the company alive and healthy. Every employee needs to generate an income that allows them to meet their personal goals and objectives. By delivering each of these competencies at the highest level, this drives the financial results for everyone in the organization