



THURLOW NUNN STANDEN

Job Description

Job Title: Trainee Service Technician
Reports To: Service Manager
Job location: Wisbech Road, Littleport, Ely, Cambs CB6 1RA

The Trainee Service Technician would be expected to commit to a personal training and development plan, which would include attendance at Easton College, Near Norwich on block release.

The Trainee Service Technician would be supervised in the workplace by a fully qualified Service Technician and would carry out a variety of duties in accordance with the following job description; responsibility and accountability would increase with competence and experience.

Job Purpose

Providing a comprehensive technical service, including pre-delivery inspections, maintenance, fault diagnosis, repair and rectification.

Key Accountabilities

General: Conducting pre-delivery inspections
Carrying out scheduled service maintenance
Carrying out scheduled rectification programmes
Fault-finding and diagnosis
Recommending repair solutions to customer & manager
Promoting dealership service to customers.
Compliance with manufacturer service procedures
Compliance with personal training and development plan
Compliance with company health and safety procedures
Conducting weekly vehicle checks
Maintaining van and working area cleanliness.

Administration: Accurate completion of job risk assessments
Accurate completion of job cards
Accurate completion of personal timesheets.

Databases: Utilisation of PC-based diagnostics
Utilisation of IBCOS system and reports
Utilisation of manufacturers warranty and service systems.

Communication: Liaison and communication with customers, colleagues, manufacturers and suppliers.

Job Dimensions

Staff: No direct reports, but working within a service team.

Planning: Planning personal activities in accordance with job requirements.

Confidential Information: Customer Base, Prices, Discounts, Profit Margins and similar commercial information.

Degree of Supervision: Supervised by Service Technician/Service Manager.

Contacts: Dealership management and staff. Potential and existing customers. Suppliers, service and sales support staff.

Working Conditions: Based at the Littleport branch, but carries out field-based work, as required.

Equipment and Tools: Mobile phone, Laptop PC and IT based applications, as required.

At times the post-holder will be expected to perform duties outside of this job description in order to ensure the maintenance of a high level service to our customers.