



## THURLOW NUNN STANDEN

### Job Description

**Job Title:** Trainee Service Technician  
**Reports To:** Service Manager  
**Job location:** Hinderclay Hall, Hinderclay, Diss , Norfolk IP22 1HN

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 Hinderclay 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.