



## THURLOW NUNN STANDEN

### Job Description

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

#### **Job Purpose**

To provide 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 services to customers
- Compliance with manufacturer service procedures
- Compliance with personal training and development plan to include attendance at manufacturers' training courses
- 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 requirements.

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

**Degree of Supervision:** Supervised by 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 service, 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.