

Job title: Buddy Technician
Department: After-sales Department
Reporting to:
Date written:
Approved by:
Approval date:
Date reviewed:
Employment status:
Written by:

SUMMARY JOB DESCRIPTION

Acts as a qualified technician, capable of diagnosing problems and carrying out repairs in several areas or all areas. May specialize in specific repair areas.

The MAJOR TASKS are listed below, but the incumbent may be assigned to other duties.

- Performs the work described in the work orders efficiently and accurately, based on the dealer's and manufacturer's standards.
- Determines the cause of any defect and repairs it.
- Detects the defects in the vehicle, based on the customer's complaints and his/her own inspection.
- Contacts the parts department to obtain the necessary parts.
- Stores and labels parts, if the work is under warranty or if the customer asks that this be done.
- Examines the vehicle assigned to him/her, to determine if additional safety or maintenance work is necessary.
- Inspects recently delivered vehicles and road tests them, to detect any obvious damage or missing components, and to evaluate their driving functions.
- Notifies the technical advisor and/or the foreman, as soon as possible, if additional work is required, if the work described is unnecessary or if the repairs cannot be done.
- Installs the optional equipment requested by the customer or the dealer.
- Reports any defective or poorly functioning equipment to his/her immediate supervisor.
- Notifies the technical advisor and/or the foreman as soon as possible if additional work is required, if the work described is unnecessary or if the repairs cannot be done by the expected deadlines.
- Documents all work performed and recommended in the work order.
- Road tests vehicles, if necessary.
- Participates in training programs and attends school and events sponsored by the manufacturer.

- Keeps up-to-date on the manufacturer's technical bulletins.
- Supervises the work of the apprentice technicians, as requested.
- Ensures that the customers' cars are clean. Reports any incident which may affect the appearance or condition of a car to the technical advisor as soon as possible.
- Ensures that the shop is clean and tidy.
- Maintains all the tools and manuals belonging to the dealership and takes responsibility for them; returns them to the proper location, in the same condition as when they were received.
- Keeps abreast of federal and provincial regulations and municipal bylaws governing the removal of hazardous waste, etc.; understands and observes them.
- Uses all tools and equipment carefully.
- Reports any safety issues to his/her immediate supervisor as soon as possible.
- Maintains a professional appearance.
- Performs other tasks, based on management requirements and instructions.

SECONDARY TASKS

- *Description of one or more secondary tasks to be added, according to your needs.*

JOB REQUIREMENTS

Language skills
Knowledge and skills
Responsibilities

Effort
Work conditions
Other requirements

Uses his/her software efficiently to obtain more details about the requirements of the job. This software has the advantage that it incorporates the sixteen job evaluation factors developed by the CCAQ to facilitate the achievement of pay equity within the business. With this software, each job evaluation criterion for the jobs related to a job can be indicated below each job description.

<p><i>N.B.: In this publication, the use of the masculine to refer to people does not imply any discrimination.</i></p>
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