



JOB DESCRIPTION

Job Title: Commercial Vehicle Technician	Department: Service
Reports to: Workshop Controller & Service Manager	Effective Date:
<p>Job Purpose:</p> <ul style="list-style-type: none"> To repair and service commercial vehicles in accordance with manufacturer guidance and current industry standards, ensuring that you utilise the most time efficient, cost-effective and safe method of working. To analyse work orders to first establish the work agreed, if this is not clear, to communicate with service team to ensure accuracy. Detection and diagnosis of any additional faults requiring further repair, communicating these immediately with your line manager, recording accurately on job cards and following all necessary processes. Fulfil all tasks to the customer's complete satisfaction. To maintain up to date technical knowledge of the company's dealership brands at all times. Working with other departments to ensure the most time efficient method for repairs and maintenance and interact directly with clients when requested. 	
<p>Responsibilities:</p> <ul style="list-style-type: none"> To ensure that all vehicles that are on site to be repaired, are treated with respect and care Complete all vehicle repair and maintenance records as required at the end of a repair/ service etc, in clear detail. Diagnose vehicle faults as required, ensuring if relevant, latest technology is used. Make quality check at end of a repair or maintenance work job. Notify your Manager immediately if additional repairs or actions need to be progressed that differ from the original instruction. Create and maintain positive working relationships. Contribute to improved service processes. Represent Cordwallis Group in a positive and professional manner at all times. To undertake such other tasks as may reasonably be required. To enhance the image and reputation of the company whilst supporting its commercial interests. To comply with all statutory requirements, company policies and standard procedures. Contribute to good housekeeping practice. To be responsible for your own Health and Safety where appropriate and observe and follow all company Health and Safety policies and procedures, including new Covid19 Secure rules. 	

Required competencies:

- Able to cope under pressure and remain focused
- Able to work in fast paced environment
- Competent at problem solving and following basic processes
- Methodical and logical in approach to repairs
- Skilled and interpreting manufacturer manuals and guides
- Able to work as a small or large team or on an individual basis
- Able to work to strict deadlines and targets

Required attributes:

- Qualified Level 2 or 3 Technician with experience of working on commercial vehicles
- “Can do” attitude with proactive outlook
- Willing and eager to learn and remain updated on new technology
- Team player

Computer skills:

- Must have computer skills in order to complete work orders/cards
- Ability to train and increase product knowledge on-line
- Ability to follow manufacturer online manuals/instructions

Specific knowledge:

- Knowledge of the truck industry
- Knowledge of Van industry

Language skills:

- English: Basic written and verbal

Education:

- Time served apprenticeship or equivalent experience OR;
- Level 2 or 3 Technician Qualified