



JOB DESCRIPTION

Job Title: Service and MOT Technician

Reports to: Service Manager

Job Purpose: Accurately and skilfully undertake timely repair and service of commercial vehicles.

Responsibilities:

- Work with all other departments as necessary to facilitate the servicing and repair of commercial vehicles.
- Detect, diagnose and report any additional faults that require further repair.
- Ensure all work is completed safely and complies with manufacturer and industry guidelines.
- Notify Manager of calibration for MOT bay.
- Ensure that all MOT/Plating documentation is kept up to date.
- Seek clarification from the service advisor if a work order is not clear or seems incorrect.
- Document completed work orders ensuring all hours and materials used are accurately recorded.
- Perform repair work as directed and in accordance with established and documented procedures.
- Conduct routine service work and Ministry of Transport tests as required.
- Observe, recognise and report on vehicle and component serviceability.
- Ensure that vehicles comply with industry safety standards when return to the customer and that any faults have been reported and noted on the job card.
- Check condition and ensure correct maintenance of all tools, equipment and other materials in accordance with company policy.
- Ensure all policies and practices are adhered to in order to maintain the professional reputation of the company.
- Ensure that the customer's vehicle is safeguarded and protected whilst in the company's possession.
- Ensure that all Health & Safety, environmental, recycling and Employee Policies are adhered to.
- Interact directly with customers when requested, to explain vehicle problems and corrective actions being taken.

Required competencies:

- Technical and diagnostic knowledge
- Customer focused
- Proactive approach to work
- Able to work to deadlines
- Problem solving skills
- Team player
- Ability to work in a fast paced environment and multitask

Required experience:

- Previous MOT process experience or experience in a similar role
- Proven track record in vehicle repair, servicing
- Must be able to drive

Computer skills:

- Microsoft Office: Essential
- Excel: Intermediate
- Brand Vehicle Software (Parts/Service)

Knowledge:

- In-depth knowledge of the van & truck industry (not essential)

Language skills:

- English: Fluent

Education:

- Time served apprenticeship or equivalent experience (preferred)
- GCSE Maths and English or equivalent