CAFFYNS PLC

JOB DESCRIPTION

JOB TITLE:	**Diagnostic Technician**
LOCATION:	**Caffyns Volkswagen Worthing**
DEPARTMENT:	**Service**
HOURS OF WORK:	**8.30am – 5.30pm Monday to Friday**
SALARY:	**Commensurate with skills and responsibilities**

MAIN PURPOSE OF JOB:

To carry out routine servicing and warranty work, diagnosis of vehicle problems and the general maintenance of vehicles as required, without supervision. Diagnose, overhaul & repair any given vehicle system, according to Volkswagen standards. Accurate diagnosis of permanent electrical faults, mechanical faults, repair of any given fault to Volkswagen Standards, overhaul of any given major component according to Volkswagen Standards. Ensuring vehicles are in an acceptable condition to be returned to the customer (Quality Control).

1) MAIN WORKING RELATIONSHIPS:

1.1) Responsible to:

Workshop Controller/Aftersales Manager

1.2 Responsible for:

Apprentice Technician (where appropriate)

1.3 Relationships with:

Workshop Staff
Parts Staff
Warranty Administrator
Cleaners/Drivers

2) OBJECTIVES AND KEY TASKS:

To carry out any work efficiently, ensuring correctness and in accordance with safety procedures.

To adopt a ‘right first time’ approach to servicing and repairs.

To achieve an average recorded efficiency as required.

To recover defective or damaged vehicles as required.

To ensure parts for warranty claims are cleaned and free from oil and water, identified and returned to the Parts Department.

To ensure that due care is taken at all times when working on customer’s vehicles.

To ensure that when driving any vehicle (company or customer), it is done so in a safe and courteous manner, within the law and company procedures.

To be conversant with the manufacturers technical literature and equipment.

To maintain and develop skill levels in all aspects of vehicle repair and maintenance.

To create a safe environment by keeping the work area clean and tidy at all times.

To ensure that vehicles comply with safety regulations and any defects must be clearly noted on the Job Card.

To be prepared to work 'overtime' where reasonably requested by the management.

To discuss repairs with customers when required in a courteous and helpful manner.

To notify immediately, the Service Manager of any damage or fault to any technical equipment in the workshop, tooling or customers property.

To make full use of any tools or equipment to improve workshop efficiency and customer service levels.

To make sure any tools and equipment are used correctly and any special tools are returned as soon as possible after use.

To accurately 'clock on' and 'clock off' Time Cards throughout the day and make sure all the job numbers are entered on the card before 'clocking off'.

To ensure that Job Cards are written up when the job is complete, including clear and concise reasoning as to why a component(s) has been changed.

To ensure the use of car protection, i.e. wing covers/seat covers/floor mats and to keep the area around the work bay and ramp area clean at all times.

To ensure that any vehicles parked outside are securely locked and alarmed (where possible) making sure that keys are not left in the vehicle, but locked in the secure key cupboard.

To ensure that vehicles are parked in an orderly way in front of reception and facing towards the road for ease of departure.

To maintain product knowledge, to read any service bulletins and to attend manufacturers product training courses where required, MOT refresher courses and any other training as required.

3) COMMUNICATION:

To maintain good communications with all branch departments, staff and customers as requested.

4) OTHER DUTIES:

This list of duties is not exhaustive and other tasks and responsibilities will be required of the post holder including any other duties commensurate with the post as requested by the Workshop Manager, Service Manager or Branch Manager.

5) CONFIDENTIALITY:

All information relating to customers and the business is to be treated confidentially in line with Company policy and procedures.

6) HEALTH AND SAFETY:

Caffyns has an obligation under the Health and Safety at Work Act 1974 to provide safe and healthy working conditions. All employees are required to co-operate with management in discharging this responsibility and must take responsible care for the health and safety of themselves and others.

All employees must read and adhere to the relevant sections of the Caffyns Health and Safety procedure.

7) TERMS AND CONDITIONS OF EMPLOYMENT:

Other terms and conditions are as reflected in the contract of employment.

(A job description is a written statement of essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved).

Caffyns plc
Person Specification
Diagnostic Technician – Caffyns Volkswagen Worthing

QUALIFICATIONS

Essential
NVQ Level 3 or equivalent in Motor Vehicles
Full driving licence

Desirable
HND or HNC in Motor Vehicles or equivalent

SKILLS REQUIRED

Essential
Able to carry out services and repairs within a set timeframe
Good communication skills
Basic computer skills
The ability to work efficiently with the public
Able to convey information clearly and succinctly whether verbally or in writing
Able to solve problems
Able to establish effective working relationships with varied personnel
Able to work independently demonstrating initiative and pro-activity

Desirable
Word processing/spreadsheet skills

PERSONAL ATTRIBUTES

Essential
Have a smart appearance
Able to maintain confidentiality
Ability to sometimes deal with difficult, impatient or distressed people
Efficient and well organised
Interested in the work of the organisation

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