

CAFFYNS PLC
JOB DESCRIPTION

JOB TITLE:	SMART Repair Operative
LOCATION:	Caffyns Volkswagen Eastbourne
DEPARTMENT:	Caffyns Body Care, Express Body Repair Centre
HOURS OF WORK:	Monday – Friday 8.30am - 5.30pm
SALARY:	Commensurate with skills and responsibilities

MAIN PURPOSE OF JOB:

To repair, prepare, mask, repaint to an acceptable standard, motor vehicle bodies damaged by accident, and alloy wheel repair.

1) MAIN WORKING RELATIONSHIPS:

1.1) Responsible to:

The Aftersales Manager.

1.2) Relationships with:

All branch staff and customers.

2) OBJECTIVES AND KEY TASKS:

To carry out to a correct and safe standard, preparation for and paint spraying and preparation in accordance with the manufacturers instructions on application methods.

To keep an accurate account of hours worked, materials used and work completed on each vehicle.

To keep an accurate check on all paint materials and notify the Aftersales Manager of any shortages.

To prepare and refinish vehicle body surfaces and alloy wheels.

To care for and maintain all mechanical, pneumatic, hydraulic and electrical tools and equipment used in the course of the work.

To comply with Health & Safety policy & procedure.

To comply with the Company's administrative and accounting regulations including security of cash and stock.

To perform other tasks as reasonably requested by the Aftersales Manager.

3) 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 Bodyshop Manager.

4) CONFIDENTIALITY:

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

5) 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.

6) TERMS AND CONDITIONS OF EMPLOYMENT:

Other terms and conditions are as reflected in the contract of employment and company policies and procedures, as amended from time to time and as governed by statute.

(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).

SMART Repair Operative
Iain Wallace 9/2016

**Person Specification
Smart Repair Operative
Eastbourne Volkswagen**

QUALIFICATIONS

Essential

City and Guilds Level 3 or equivalent NVQ qualification in Motor Vehicle or equivalent
Current clean driving licence

Desirable

Knowledge of air bag systems
ATA ACCREDITATION

SKILLS REQUIRED

Essential

Ability to convey information clearly and succinctly whether verbal or written
Ability to work in a customer focused manner.
Able to persuade, negotiate and influence others
Able to establish effective working relationships with varied personnel
Can demonstrate the ability to carry out task within set times
To understand a quality repair and customer expectations
Problem solving skills

Desirable

The ability to work independently
Able to meet tight deadlines

PERSONAL ATTRIBUTES

Essential

Self motivated and able to work as a part of a team
Able to maintain confidentiality
To work efficiently
Good organisation skills
Has a professional, smart appearance at all times
Commitment to Caffyns aims and objectives

Desirable

To work efficiently

Iain Wallace
September 2016