

Position Description			
Job Title:	Automotive Technician		
Location:			
Reporting To:	Branch Manager		
Date:			
Organisation Chart			
Customer Service Representative (CSR)	Driver Testing Officer (DTO)	Automotive Technician	Assistant Technician
Assistant Manager			
Branch Manager			
Area Manager			
Purpose			
<p>The role of the Automotive Technician is to:</p> <ul style="list-style-type: none"> • perform motor vehicle assessments to ensure safety, roadworthiness and legal and complete all supporting administration documentation • provide friendly and effective administration processing of VTNZ products and services • promote and sell additional products and services 			
Key Results Area			
Result Area	Activities	KPI's	
Customer Service	<ul style="list-style-type: none"> ▪ Provide a courteous and helpful service by following the Customer CARE quick wins for greeting and fare-welling customers. ▪ Follows the minimum standard of the VTNZ Customer CARE Code ▪ Promptly respond to customers to minimise disruption ▪ Promote and sell customers additional products or services 	<ul style="list-style-type: none"> ▪ Positive customer feedback and survey results ▪ No breaches of Customer CARE Code ▪ Improved customer return rates ▪ Sales targets met or exceeded 	
Operational Excellence Performance of Assessments and Certifications and other VTNZ services	<ul style="list-style-type: none"> ▪ Assess vehicles to ensure they meet the safety standards set by the NZTA ▪ Liaise with customers on the outcome of the assessment ▪ Issue improvement notices where required ▪ Provide other VTNZ assessments and services 	<ul style="list-style-type: none"> ▪ Assessments and services completed following VTNZ processes within acceptable timeframe ▪ NZTA and VTNZ audit requirements met ▪ No justified NZTA complaints 	
Operational Excellence Data Entry and recording	<ul style="list-style-type: none"> ▪ Obtain data form and input data into computer or other systems as necessary. ▪ Keep records of results and notes relevant to the assessment. 	<ul style="list-style-type: none"> ▪ Up to date and accurate files and data 	

Operational Excellence Warrants of Fitness (WoF) and Certificates of Fitness (CoF) Issuance	<ul style="list-style-type: none"> ▪ Issue accurately Warrants of Fitness (WoF) and Certificates of Fitness (CoF) labels as required by the NZTA ▪ Issue NZTA products as per NZTA policy manuals and procedures accurately 	<ul style="list-style-type: none"> ▪ Accurate and timely ▪ Meet NZTA and VTNZ audit requirements ▪ Demonstrates adherence of front counter processes as outlined in the Administration Manual
Operational Excellence General Finance	<ul style="list-style-type: none"> ▪ Receive and maintain accurate payments for all NZTA products and vehicle assessments ▪ Administer daily cash-up and banking procedures as required including daily and weekly reconciliations ▪ Generate invoices as and when required from the POS system 	<ul style="list-style-type: none"> ▪ Accurate processing of all financial transactions ▪ Daily cash ups balance ▪ VTNZ finance audit standards met
Policy and Processes	<ul style="list-style-type: none"> ▪ Maintain and follow best practice processes and procedures ▪ Adhere to the Code of Ethics ▪ Adhere to all relevant security policy & practices ▪ Report all hazards or unsafe situations ▪ Report all accidents/incidents including near misses ▪ Work safely and use all protective clothing and equipment as required 	<ul style="list-style-type: none"> ▪ Service levels adhered ▪ NZTA and VTNZ audit requirements met ▪ No non-compliance ▪ No ethical breaches ▪ No security breaches ▪ Hazards reported same day ▪ Accident/Incident and near misses reported same day ▪ No injury caused to self or others
Other duties	<ul style="list-style-type: none"> ▪ Carry out other duties as and when required. 	<ul style="list-style-type: none"> ▪ Timely, positive and accurate response.

Experience and Qualifications

- Meets NZTA qualification requirements
- General Customer Service Experience

Competencies

Customer Service

Practise

Behaviours that demonstrate

Establishes a positive rapport with the customer

- Actively listens
- Proactively communicates with customer, keeping them informed
- Is approachable

Manages giving negative information to a customer tactfully

- Communicates negative information in a positive and courteous manner
- Advises the customer clearly of issues
- Empathises with customer

	<ul style="list-style-type: none"> ▪ Focuses on the safety issues ▪ Remains calm and polite
Exhibits 'Can do Will do' attitude	<ul style="list-style-type: none"> ▪ Will go the extra mile to meet the customers' needs ▪ Is flexible and will stay back or change break times to meet customer demands ▪ Action Oriented
Teamwork	
Practise	Behaviours that demonstrate
Exhibits a flexible attitude	<ul style="list-style-type: none"> ▪ Proactively identifies opportunities to assist other team members ▪ Willingly assists when requested ▪ Positively contributes to areas outside their area of direct responsibility
Contributes positively to the team	<ul style="list-style-type: none"> ▪ Contributes willingly in team meetings ▪ Willingly shares technical knowledge with other team members ▪ Coaches other team members where appropriate ▪ Proactively assists others when not fully utilised
Professionalism	
Practise	Behaviours that demonstrate
Professional personal presentation	<ul style="list-style-type: none"> ▪ Maintain a high standard of personal hygiene ▪ Uniform clean and tidy
Proactively maintain/develop technical knowledge	<ul style="list-style-type: none"> ▪ Uses down time to update knowledge ▪ Proactively seeks out and read technical material to update knowledge ▪ Initiates own self development
Acts Ethically	<ul style="list-style-type: none"> ▪ Adheres to the VTNZ Code of Ethics and policies and processes
Problem Solving	
Practise	Behaviours that demonstrate
Thinks methodically	<ul style="list-style-type: none"> ▪ Works on a systematic basis so items not missed
Apply previous experience to new situations	<ul style="list-style-type: none"> ▪ Do not need assistance to resolve questions that have been dealt with before
Identify and use appropriate resources to assist with problem resolution	<ul style="list-style-type: none"> ▪ Use appropriate documentation to get technical information ▪ Ask colleagues for assistance where appropriate
Applies good judgement	<ul style="list-style-type: none"> ▪ Demonstrates timely and consistent decisions ▪ Able to confidently justify decisions when questioned
Planning/Organising	
Practise	Behaviours that demonstrate
Self-Managing	<ul style="list-style-type: none"> ▪ Identify what needs to be done without being told what to do

	<ul style="list-style-type: none"> ▪ Completes tasks with little support or direction but obtains confirmation when necessary
Effectively plans and manages time	<ul style="list-style-type: none"> ▪ Manages peak workloads effectively (e.g. re-schedules and re-prioritises) ▪ Adheres to scheduling, attends meetings on time, completes paperwork daily ▪ Advises the appropriate people if not able to keep a commitment
Time conscious	<ul style="list-style-type: none"> ▪ Stays focused ▪ Makes best use of time ▪ Maintains productivity levels
Is punctual	<ul style="list-style-type: none"> ▪ Starts on time ▪ Returns from breaks at agreed time

_____/____/____
Automotive Technician

_____/____/____
Branch Manager -