



POSITION DESCRIPTION

Revised June 2022

TITLE: ASE Technician

REPORTING TO: Service Manager

EMPLOYMENT CLASSIFICATION: Non-exempt / hourly

GENERAL SUMMARY:

The Flat Rate Technician (Tech) lives VIP's mission to EARN AUTOMOTIVE CUSTOMERS FOR LIFE by learning and living the VIP culture and following VIP processes to ensure that customers get a different & better experience. The Tech must work effectively and safely to ensure good communication, teamwork, and operation in serving customers. The Tech is responsible for effective diagnosis of automotive systems, repair and replacement of automotive parts, fluids, tires, and accessories and ensuring these services are done right the first time. The Tech is expected to comply with company safety, loss prevention, and customer service programs as well as established policies and procedures and municipal, state, and federal regulations.

DUTIES & RESPONSIBILITIES:

1. Makes sure that workplace safety is Priority #1. Follows all safety policies, completes all safety-related training, locks out any unsafe equipment, and reports any unsafe conditions or actions to a member of Management.
2. Provides automotive systems diagnosis, repair, and maintenance services for customers, including all systems covered by the ASE series of automotive certifications
 - a. A1 – Engine Repair
 - b. A2 – Automatic Transmission/Transaxle
 - c. A3 – Manual Drive Train & Axles
 - d. A4 – Suspension & Steering
 - e. A5 – Brakes
 - f. A6 – Electrical/Electronic Systems
 - g. A7 – Heating & Air Conditioning
 - h. A8 – Engine Performance
3. Ensures a valid Service Work Order is initiated prior to initiating service on a vehicle and ensures it is visibly displayed with the vehicle while it is being serviced.
4. Ensures an MPI is completed prior to initiating service on every vehicle and actively supports and participates in the 5-for-5 Customer Engagement Process.
5. Ensures the Service Work Order and any required printouts are completed and returned to the Service Desk with the vehicle keys upon completion of service.
6. Obtains needed parts only from a member of the Desk Team (Service Manager, Assistant Manager, Service Writer, or Tech/Advisor) and returns all unused parts to the Desk Team after completion of service.
7. Returns cores, batteries and used tires to designated security areas for appropriate handling.
8. Maintains a minimum 16-week average productivity based on position:
 - a. Technician 80%
 - b. ASE Technician 90%
 - c. Master Technician 100%
9. Follows VIP's quality service policies to ensure work is performed in accordance with VIP quality standards.
10. Completes all required training and certification for the position.
11. VIP Processes, Essential Duties & Responsibilities
 - a. Take and pass all required and assigned LMS training
 - b. Complete all required safe equipment operation training
 - c. Become a Licensed State Vehicle Inspector (state-specific requirement)
 - d. Become T.I.A basic automotive tire service (BATS) certified and T.I.A. advanced TPMS certified
 - e. Become ASE certified based on position:

- i. Technician: G1, A4 and A5
- ii. ASE Technician: Four of the A-Series ASE certifications
- iii. Master Technician: All eight A-Series A1 thru A8
- f. Train, support and deliver the 5-for-5 process to educate our customers about their vehicle's condition
- g. Attend meetings and training sessions as needed. Typically, several times per year.

12. Quality, Safety & Housekeeping Responsibilities

- a. Road tests vehicles as necessary after service to ensure safe and satisfactory operating conditions
- b. Secures and locks customer vehicles when returning vehicles to parking lot upon completion of service
- c. Installs seat and steering wheel covers and floor mats prior to entering customers' vehicles
- d. Maintains a clean work area clear of debris, cores, unused parts and stray tools and equipment
- e. Maintains and cleans shop equipment immediately after use by removing debris, grease, chemicals, etc.
- f. Participates in daily and weekly shop maintenance programs as designated by Service Management
- g. Complies with established safety and loss prevention programs to include protective eyewear

13. Additional Responsibilities (Performs other functions as required.)

- a. Maintains technical capabilities to ensure safe use of service equipment and maintain ASE certification status
- b. Reviews and Authorizes time worked and attendance records in DAYFORCE daily and weekly
- c. Complies with the provisions of VIP's culture and service standards
- d. Participates actively in team meetings
- e. Works in conjunction with the Service Manager to ensure shop equipment safe operation standards are met
- f. Complies with company, municipal, state, and federal regulations regulating disposal of hazardous waste

14. Facility and Equipment Maintenance

- a. Ensures satisfactory maintenance, appearance, and condition of facility to comply with security, safety and environmental codes and ordinances
- b. Ensures satisfactory maintenance, appearance, and condition of equipment, ensuring the team has the resources they need to meet our customer's needs
- c. Ensures appropriate steps are taken to maintain a clean service department throughout the business day
- d. Any facility or equipment issues should be entered into the facility or equipment database

15. Procedural Compliance

- a. Enforces strict compliance with the service Code of Ethics and all municipal, state, and federal regulations and procedures pertaining to the operation of the location.

PERFORMANCE MEASUREMENT:

- Maintain minimum 50% Productivity, measured as Billed Hours / Worked Hours
- Minimal come backs, ensuring work is completed properly the first time

STANDARD MANAGEMENT WORK WEEK:

- **SCHEDULE:** The standard expectation is 5-day work and 40 hours per week.
- **ATTENDANCE:** Arrive prior to each work shift, be ready to perform duties upon shift start time, and work all scheduled hours as directed by management team

REQUIRED QUALIFICATIONS:

1. Knowledge, Skills, and Abilities

- ☐ Read, analyze, and interpret technical instructions, journal and procedures, or governmental regulations
- ☐ Effectively explain vehicle information to customers, present and respond to questions from coworkers
- ☐ Diagnose and recommend solutions to basic automotive problems
- ☐ Interpret, understand, and apply instructions furnished in written, oral, diagram, or schedule form
- ☐ Ability to successfully perform required types of automotive services listed above

2. Minimum Educational and/or Experience Level

- ☐ One year of related experience in automotive service field
- ☐ Completion of two-year college or technical school program recommended
- ☐ Or an equivalent combination of education and experience

3. Certificates, Licenses, and/or Registrations

- ☐ Current, valid driver's license issued in state of residence
- ☐ Equipment Safety Certification
- ☐ ASE Certification G1 – Maintenance and light repair recommended
- ☐ ASE Certification A4 – Suspension & Steering
- ☐ ASE Certification A5 – Brakes
- ☐ State Inspection License

Work Environment

The work environment characteristics described here are representative of those associate encounters while performing the essential functions of the **Installation Technician** job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Job duties are performed within an indoor service department (generally 800 to 2500 sq. ft.), which opens to the outdoors via overhead doors. While performing the duties of this job, the associate is exposed to varying weather, climate and temperature conditions, mechanical equipment, automotive and industrial cleaning chemicals, and noise levels that may reach 110 decibels depending upon type of service being performed. Protective eyewear must be worn in the service area at all times.

Physical Demands

The physical demands described below are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Listed below is a table that summarizes the physical activities associated with the position and the average amount of time required of each physical activity. Protective back support belts must be worn while performing strenuous physical activities involving lifting and exerting force.

Essential Physical Activity Requirements

Less than 1/3 of Time	1/3 to 2/3 of Time	More than 2/3 of Time
Sitting	Reaching	Standing
Pushing / Pulling		Walking
Climbing		
Kneeling		
Crawling		

Essential Weightlifting/Force Exertion Requirements

Listed below is a table which summarizes the amount of time spent and weight lifted, or force exerted in the position.

Less than 1/3 of Time	1/3 to 2/3 of Time	More than 2/3 of Time
More than 21lbs.	Up to 20lbs.	

Essential Vision Requirements

- Close vision (clear vision at 20 inches or less)
- Distance Vision (clear vision at 20 feet or more)
- Color Vision (ability to identify and distinguish colors)
- Peripheral Vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- Depth Perception (three-dimensional vision, ability to judge distances and spatial relationships)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)

ACKNOWLEDGEMENT:

Supervisor

Date

Associate

Date

This position description intends to describe the general nature and level of work being performed by people assigned to this job. It is not intended to include all duties and responsibilities.