

Job Description

Job Title: Service Technician

Responsible To: VWU Controller

Location: Prohire Limited, Unit 4, Peacock View, Fenton Industrial Estate, Stoke-on-Trent, ST4 2XJ

Hours of Duty: 40

Name of Post Holder:

Role Summary:

Responsible for repairing and maintaining customer vehicles, and Prohire Limited owned fleet to DVSA, BVRLA and Ministry of Transport standards. Working at all times to maximise efficiency. Cost consciousness and productivity will be at the forefront of all that you do, whilst never compromising vehicle safety and quality of workmanship. Complying at all times with the Health and Safety policy.

Key areas of responsibility:

- Carrying out DVSA (VOSA) compliant inspections, ensuring all relevant paperwork is completed, and passed to the Workshop Manager in a timely manner.
- Preparing vehicles for MOT
- Servicing vehicles to manufacturer's recommendations.
- Diagnosis and mechanical repair of vehicles.
- Repairing damaged vehicles.
- Roadside breakdowns.
- Delivery and collection of vehicles (including MOT testing)
- Pre/post hire rental vehicle inspections.
- General workshop duties.

General Responsibilities:

1. Prioritise workloads on a day to day basis
2. Effectively manage time to ensure workload remains up to date
3. Excellent customer communication and administration at all times
4. Courteous, helpful and professional interpersonal and telephone manner with customers, colleague and suppliers
5. Take absolute pride in everything you do to deliver excellence and customer intimacy
6. Use competent and sound commercial acumen and initiative on all occasions organising workload and resources
7. Responsible time keeping and time management
8. Total confidentiality

Internal Key Relationships:

- Workshop Staff
- Operations Staff
- Rental Staff

External Key Relationships:

- Local Customers
- Suppliers

Service Technician
Person Specification

Requirements	Essential	Desirable
Education, qualifications, and experience	<ul style="list-style-type: none"> • HGV Level 3 • Class 2 driving license • 5 years' experience + 	<ul style="list-style-type: none"> • Class 1 driving license
Skills, ability, and knowledge	<ul style="list-style-type: none"> • Good communication skills 	<ul style="list-style-type: none"> • Knowledge of IT systems (i.e. DAF check/Truckfile etc.) • Diagnostic knowledge
Personal Qualities	<ul style="list-style-type: none"> • Ability to work of own initiative • Adaptable and self-motivated • Flexible • Strong work ethic 	

Signed:
(Post Holder)

Date:

Signed:
(On behalf of Prohire)

Date: