

Job Description – Technician

Job Title:	Technician
Department:	Service
Position Type:	Full-time
Reporting To:	Floor Supervisor

Primary Responsibilities

- **Repair & Service**
 - Analyze the job orders to identify what work has been agreed. In case the job order is not clear, seek clarification from the Service Advisor
 - Inspect the general condition of the vehicle and make note of any additional damages or repair required
 - Perform repair work as directed, within manufacturer's timescales and in accordance with established and documented procedures
 - Ensure that job card is signed after completion of work
 - Provide written details on completed Job orders, ensuring hours and materials used are accurately and appropriately recorded
 - Ensure all warranty and exchange Parts are properly labelled and returned to the Warranty/Parts office
 - Determine which parts and tools will be required for a given repair or service
 - Inform the Service Advisor and the Workshop Manager if a part needs to be ordered
 - Ensure that any unused part/s is returned to parts department immediately
 - If additional work is required, inform service Advisor and follow necessary steps for making sure, the customer is contacted

- **Compliance to Guidelines**
 - Ensure compliance of vehicles with industry safety standards when returned to customer and that any faults noted have been reported on the job card
 - Maintain the condition and inventory of tools provided by the company at all time. Ensure that only calibrated tools and equipment are used for repairs or servicing
 - Ensure that all special tools and equipment and technical literature is returned in clean and working condition to their original location

- **Customer Satisfaction**
 - Safeguard and protect the customer's vehicle and its contents while being repaired
 - Ensure the vehicle's old parts are neatly handed over to the customer

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Candidate Profile

- **Educational Qualifications:** 10th pass/ Diploma in Mechanical / Technical experience
- **Industry:**Auto [2 wheeler preferred]
- **Minimum experience:** 0-5 years [as per level of technician]
- **Profile:**extensive technical experience especially for automobiles [2 wheelers], adherence to processes and norms
- **Passions/ Interests:** Passionate about Royal Enfield and motorcycling, owns/ rides one himself
- **Competencies:**
 - Technical Knowledge - Service