



Schedule B

**Position Description
Mechanic – Assistant Manager**

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| Reports to: | Service Centre Manager |
| Position Objective: | <ul style="list-style-type: none"> • The workshop mechanic will be responsible for completing all necessary workshop tasks and duties to industry standards and time frames. • As Assistant Manager you are required to support the Manager in day to day operations to deliver the company outcomes, this also involves managing the Service Centre when the Manager is absent for any reason, including and not limited to, annual and sick leave. |
| Qualifications & Requirements: | <ul style="list-style-type: none"> ~ Trade certificate ~ Current driver license (mandatory) ~ High level computer understanding ~ Ability to deal with customers effectively and efficiently ~ Ability to read and comprehend workshop/service manuals and technical information websites |
| Key Responsibilities: | <p>Mechanic</p> <ul style="list-style-type: none"> ~ Carry out mechanical repairs and servicing to meet or exceed industry standards within required time frames ~ Undertake work in a safe manner ~ Display workmanship to industry and Cooper Automotive standards ~ Demonstrate care of equipment and tools ~ Provide excellent customer service ~ Work well and communicate in the team environment <p>Assistant Manager</p> <ul style="list-style-type: none"> ~ Assist manager to ensure the service centre is profitable and achieves year on year growth ~ Assist manager to ensure a safe work place by enforcing all WHS regulations ~ Assist manager to achieve KPI targets as set out in the monthly KPI reports |
| Duties: | <p>Mechanic</p> <ul style="list-style-type: none"> ~ Vehicle Servicing ~ Mechanical repairs & diagnostics ~ Car washing & vacuum ~ Cleaning of workshop and other duties from time to time |

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| | <p>Assistant Manager</p> <ul style="list-style-type: none"> ~ Open and close workshop ~ Control work flow and bookings ~ Create job cards ~ Fill in workshop controller sheet ~ Enter supplier invoices and credits ~ Order parts for jobs ~ Complete customer invoices ~ Customer communication to ensure customer satisfaction ~ Quoting ~ Workshop foreman ~ Staff support and on the job training ~ Quality control of workmanship (road testing of all cars) ~ Balance till at end of day ~ Prepare banking ~ Other duties from time to time. |
| Responsibilities: | <ul style="list-style-type: none"> ~ Comply with reasonable and lawful instructions given by the manager / employer ~ Use personal protective equipment if provided and instructed on how to use it ~ Do not wilfully or recklessly interfere or misuse any worksite equipment or vehicles ~ Must not place yourself or others in danger ~ Attend and actively participate in training |
| Authority in workplace | Freedom to act within qualifications however purchases cannot be made without the Service Centre Managers, or in the Managers absence, Operations Manager approval. |
| Personal Attributes | <ul style="list-style-type: none"> ~ Attend work in a neat and clean manner ~ Be aware of personal hygiene ~ Be friendly and professional when dealing with customers ~ Self motivated with a continuous improvement attitude ~ Able to problem solve and strive for efficiency in all processes and workflows ~ Ability to work independently and schedule work to meet deadlines ~ Ability to identify any issues or training needs to management |
| Quality | <ul style="list-style-type: none"> ~ Carry out tasks with the aim of minimising errors, waste and time ~ Ensure that data/ information provided is accurate and true |

Authorised by:

Date authorised: 16/01/2019

Andrew Winch

General Manager

Date to be reviewed: As required