

Position available: Diesel mechanic

Position:

Title: Diesel Mechanic

Department: Workshop

Reports to: Workshop Manager

Company Details

Mission Statement: We at Bendigo Truck Centre are dedicated to providing a service that will exceed the expectations and needs of our customers.

Vision Statement: BTC's vision for 2014 & 2015 is to focus on our staff, including communication, training, and departmental interactions. By improving our workplace we will ensure our ongoing profitability and success at all levels.

Values: As a company, and as individuals, we value:

- Safety
- Integrity

- Excellence
- Teamwork
- Commitment
- Respect
- Continual Improvement

BTC's mission vision and values form part of the performance review process as required standards. Employees are expected to work within our values.

Summary Position Description

To complete mechanical repairs and maintenance on a range of heavy and light duty vehicles in an effective, efficient and safe manner to ensure customers' minimum down time.

Key Result Areas

- Service Department Operations
- Health and Safety
- Customer Service

Major Duties and Responsibilities

1) Service Department Operations

- Provide prompt, dependable, high quality service to internal and external customers
- Complete repair work within the scheduled or allotted time period whenever possible. Continually improve your “efficiency” skill working as close to 100% as possible
- Follow the instruction and accept work assignments from the Service Manager/Supervisor
- Request parts (as per procedure) for the job as early as possible when needs become known
- Follow required service manuals, work instructions and safety documents when completing repairs. Always refer to OEM specifications and instructions
- Ensure all inspections, checks and works are completed accurately
- Report any visual defects detected on vehicles
- Report to Manager/Supervisor if any help required
- Complete all work using correct tooling and safe work practices
- Notify Service Manager/Supervisor of additional work required or delays in expected completion as soon as they become known so the customer can be notified of the delay
- After job is finished ensure proper completion of write-ups, paperwork and filing. Write-ups to be descriptive, informative and accurate
- Report to Service Manager/Leading hand when works completed
- Keep work areas as clean as possible and assist others with maintaining shop cleanliness
- Ensure service vehicles are kept in a clean condition and are fully serviced
- Attend and participate in all training and information sessions, including safety and tool box meeting, technical training and other courses

2) Health and Safety

- All employees are responsible to ensure they follow and abide by the Company’s OHS policies and procedures as well as duties as per the Work Health & Safety Act
- Take responsibility for your own safety as well as those around you
- Ensure all safety instructions, procedures and processes are followed, both written and verbal
- Use all tooling and equipment in a safe manner
- Report on all faulty or damaged tools & equipment
- Ensure all personal tools are maintained and in working order
- Ensure the required environmental standards and procedures are followed
- Wear required PPE and ensure any job specific PPE is used
- Undertake OHS risk assessment as required by manager
- Identify and report any hazards, incidents or accidents immediately

3) Customer Service

- Professionally present yourself in the image of the company's mission and vision statements and values
- Provide prompt, dependable, high quality service to all (internal and external) customers
- Minimise come-backs and deal with them promptly and satisfactorily when they do occur
- Keep customers' vehicle cleaner than when it was dropped off

4) Other Duties

- As assigned

Break-down Services

- Ensure all break-down services are carried out in a safe and secured environment
- Always let the Manager/Supervisor know where you are and how long you will be. If more time is required contact the Manager/Supervisor with an update. Manager/Supervisor needs to know this to ensure all staff are safe and accounted for but to also manage workload and provide expected completion times

After hours breakdowns

- Ensure you are fit to work with the required PPE
- Complete breakdown book with relevant information – company, contact name and number, vehicle registration, time, details of work, return time
- Notify the Manager/Supervisor on completion of job
- Ensure you have a 10 hour rest period either before or after the callout. If rest period required after callout notify the Manager/Supervisor of time attending work

Supervisory Responsibilities

- Supervise and train apprentices as required

Commitments

- Treat all employees and customers fairly, courteously, and with dignity
- Pro-actively participate in a team environment
- Demonstrate superior customer service behavior for all interactions with customers and employees
- Be prompt and available for flexible scheduling
- Focus on quality
- Accept direction, follow instruction and work well with other people
- Ask questions when in doubt
- Maintain up to date technical qualification by completing all training programs assigned by the Service Manager
- Maintain and purchase tools of the trade on a regular basis
- Wear appropriate company uniform and PPE each and every day

Qualifications & Job Requirements

- Diesel Mechanic trade qualification
- Current heavy truck licence