

## Position Description

<b>Job Title:</b>	<b>Automotive Technician (formally known as Vehicle Inspector)</b>
<b>Location:</b>	
<b>Reporting To:</b>	<b>Branch Manager</b>
<b>Date:</b>	

### Organisation Chart

Customer Service Representatives (CSR)	<b>Automotive Technicians (AT)</b>
Assistant Manager	
Branch Manager (BM)	

### Purpose

The role of the Automotive Technician is to :

- perform motor vehicle assessments to ensure safety, roadworthiness and legal and complete all supporting administration documentation
- provide friendly and effective administration processing of VTNZ products and services
- promote and sell additional products and services

### Key Result Area

Result Area	Activities	KPI's
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>▪ Provide a courteous and helpful service by following the Customer CARE quick wins for greeting and fare-welling customers.</li> <li>▪ Follows the minimum standard of the VTNZ Customer CARE Code</li> <li>▪ Promptly respond to customers to minimise disruption</li> <li>▪ Promote and sell customers additional products or services</li> </ul>	Positive customer feedback and survey results No breaches of Customer CARE Code Improved customer return rates Sales targets met or exceeded
<b>Operational Excellence</b>  Performance of Assessments and Certifications and other VTNZ services	<ul style="list-style-type: none"> <li>▪ Assess vehicles to ensure they meet the safety standards set by the NZTA</li> <li>▪ Liaise with customers on the outcome of the assessment</li> <li>▪ Issue improvement notices where required</li> <li>▪ Provide other VTNZ assessments and services</li> </ul>	Assessments and services completed following VTNZ processes within acceptable timeframe NZTA and VTNZ audit requirements met No justifies NZTA complaints
<b>Operational Excellence</b> Data Entry and recording	<ul style="list-style-type: none"> <li>▪ Obtain data form and input data into computer or other systems as necessary. Keep records of results and notes relevant to the assessment.</li> </ul>	Up to date and accurate files and data
<b>Operational Excellence</b> Warrants of Fitness (WoF) and Certificates of Fitness (CoF) Issuance	<ul style="list-style-type: none"> <li>▪ Issue accurately Warrants of Fitness (WoF) and Certificates of Fitness (CoF) labels as required by the NZTA</li> <li>▪ Issue NZTA products as per NZTA policy manuals and procedures accurately</li> </ul>	Accurate and timely Meet NZTA and VTNZ audit requirements Demonstrates adherence of front counter processes as outlined in the Administration Manual

<b>Operational Excellence</b> <b>General Finance</b>	<ul style="list-style-type: none"> <li>▪ Receive and maintain accurate payments for all NZTA products and vehicle assessments</li> <li>▪ Administer daily cash-up and banking procedures as required including daily and weekly reconciliations</li> <li>▪ Generate invoices as and when required from the POS system</li> </ul>	<p>Accurate processing of all financial transactions</p> <p>Daily cash ups balance</p> <p>VTNZ finance audit standards met</p>
<b>Policy and Processes</b>	<ul style="list-style-type: none"> <li>▪ Maintain and follow best practice processes and procedures</li> <li>▪ Adhere to the Code of Ethics</li> <li>▪ Adhere to all relevant security policy &amp; practices</li> <li>▪ Report all hazards or unsafe situations</li> <li>▪ Report all accidents/incidents including near misses</li> <li>▪ Work safely and use all protective clothing and equipment as required</li> </ul>	<p>Service levels adhered</p> <p>NZTA and VTNZ audit requirements met</p> <p>No non compliance</p> <p>No ethical breaches</p> <p>No security breaches</p> <p>Hazards reported same day</p> <p>Accident/Incident and near misses reported same day</p> <p>No injury caused to self or others</p>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>▪ Carry out other duties as and when required.</li> </ul>	<p>Timely, positive and accurate response.</p>

### Experience and Qualifications

- Meets NZTA qualification requirements
- General Customer Service Experience

### Competencies

#### Customer Service

##### Practise

##### Behaviours that demonstrate

Establishes a positive rapport with the customer

- Actively listens
- Proactively communicates with customer, keeping them informed
- Is approachable

Manages giving negative information to a customer tactfully

- Communicates negative information in a positive and courteous manner
- Advises the customer clearly of issues
- Empathises with customer
- Focuses on the safety issues
- Remains calm and polite

Exhibits 'Can do Will do' attitude

- Will go the extra mile to meet the customers' needs
- Is flexible and will stay back or change break times to meet customer demands
- Action Oriented

#### Professionalism

##### Practise

##### Behaviours that demonstrate

Professional personal presentation

- Maintain a high standard of personal hygiene
- Uniform clean and tidy

Acts Ethically

- Adheres to VTNZ Code of Ethics and policies and processes even when put under pressure

Proactively maintain/develop technical knowledge	<ul style="list-style-type: none"> <li>▪ Uses down time to update knowledge</li> <li>▪ Proactively seeks out and reads technical material to update knowledge</li> <li>▪ Initiates own self development</li> </ul>
<b>Team Work</b>	
<b>Practise</b>	<b>Behaviours that demonstrate</b>
Exhibits a flexible attitude	<ul style="list-style-type: none"> <li>▪ Proactively identifies opportunities to assist other team members</li> <li>▪ Willingly assists when requested</li> <li>▪ Positively contributes to areas outside area of direct responsibility</li> </ul>
Contributes positively to the team	<ul style="list-style-type: none"> <li>▪ Contributes willingly in team meetings</li> <li>▪ Willingly shares technical knowledge with other team members</li> <li>▪ Coaches other team members where appropriate</li> <li>▪ Proactively assists others when not fully utilised</li> </ul>
<b>Problem Solving</b>	
<b>Practise</b>	<b>Behaviours that demonstrate</b>
Thinks methodically	<ul style="list-style-type: none"> <li>▪ Works on a systematic basis so items not missed</li> </ul>
Apply previous experience to new situations	<ul style="list-style-type: none"> <li>▪ Do not need assistance to resolve questions that have dealt with before</li> </ul>
Identify and use appropriate resources to assist with problem resolution	<ul style="list-style-type: none"> <li>▪ Uses appropriate documentation to get technical information</li> <li>▪ Ask colleagues for assistance where appropriate</li> </ul>
Applies good judgement	<ul style="list-style-type: none"> <li>▪ Demonstrates timely and consistent decisions</li> <li>▪ Able to confidently justify decisions when questioned</li> </ul>
<b>Planning/ Organising</b>	
<b>Practise</b>	<b>Behaviours that demonstrate</b>
Self Managing	<ul style="list-style-type: none"> <li>▪ Identify what needs to be done without being told what to do</li> <li>▪ Completes tasks with little support or direction but obtains confirmation when necessary</li> </ul>
Effectively plans and manages time	<ul style="list-style-type: none"> <li>▪ Manages peak work loads effectively (e.g. re schedules and re prioritises)</li> <li>▪ Adheres to scheduling, attends meetings on time, completes paper work daily</li> <li>▪ Advises the appropriate people if not able to keep a commitment</li> </ul>
Time conscious	<ul style="list-style-type: none"> <li>▪ Stays focused</li> <li>▪ Makes best use of time</li> <li>▪ Maintains productivity levels</li> </ul>
Is punctual	<ul style="list-style-type: none"> <li>▪ Starts on time</li> <li>▪ Returns from breaks at agreed time</li> </ul>

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Team Member

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Branch Manager