**Job Description**

**Job Title:** General Service Technician - A Class

**Department:**

**Reports To:**

**FLSA Status:**

**Prepared By:**

**Prepared Date:**

**Approved By:**

**Approved Date:**

**Revised Date:**

**SUMMARY**

Functions as a skilled-level technician who is able to perform diagnoses and repairs in all areas, in addition to being specialized in particular areas of repair, and who has previously worked as a B Class general service technician.

**ESSENTIAL DUTIES**

Essential Duties include the following. Other duties may be assigned.

Performs work as outlined on repair order with efficiency and accuracy, in accordance with dealership and factory standards.

Diagnoses cause of any malfunction and performs repair.

Communicates with parts department to obtain needed parts.

Saves and tags parts of the job if under warranty or if requested by the customer.

Examines assigned vehicle to determine if further safety or service work is required or recommended.

Communicates with service advisor immediately if additional work is needed, if work outlined is not needed, or if repairs cannot be completed within the promised time.

Documents all work performed and recommended on the repair order.

Road tests vehicles when required or refers to the test technician.

Participates in manufacturer-sponsored training programs, schools, and events.

Keeps abreast of manufacturer technical bulletins.

Supervises work of any apprentice technicians as assigned.

Reports machinery defects or malfunctions to supervisor.

Ensures that customers' cars are kept clean. Notifies service advisor immediately of anything that has happened to change the appearance or condition of the vehicle.

Keeps shop area neat and clean.

Maintains and is accountable for all dealership-owned tools and manuals. Returns them to the proper place and in the same condition as they were received.

Understands, keeps abreast of, and complies with federal, state, and local regulations, such as hazardous waste disposal, OSHA Right-to-Know, etc.

Operates all tools and equipment in a safe manner.

Reports any safety issues immediately to management.

**MARGINAL DUTIES**

Marginal Duties include the following. Other duties may be assigned.

**SUPERVISORY RESPONSIBILITIES**

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

• Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

• Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

• Two to four years related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS**

• Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

• Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**MATHEMATICAL SKILLS**

• Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

• Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**REASONING ABILITY**

• Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

• Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

• Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Automotive Service Excellence (ASE) Certifications

Automatic Transmission/Transaxle Certification for Auto/Light Truck

Brakes Certification for Auto/Light Truck

Electrical/Electronic Systems Certification for Auto/Light Truck

Engine Performance Certification for Auto/Light Truck

Engine Repair Certification for Auto/Light Truck

Heating and Air Conditioning Certification for Auto/Light Truck

Manual Drive Train and Axle Certification for Auto/Light Truck

Suspension and Steering Certification for Auto/Light Truck

Assembly Specialist Certification for Engine Machinist

Cylinder Block Specialist Certification for Engine Machinist

Cylinder Head Specialist Certification for Engine Machinist

Brakes Certification for Medium/Heavy Truck

Diesel Engines Certification for Medium/Heavy Truck

Drive Train Certification for Medium/Heavy Truck

Electrical/Electronic Systems Certification for Medium/Heavy Truck

Gasoline Engines Certification for Medium/Heavy Truck

Heating, Ventilation, and Air Conditioning Certification for Medium/Heavy Truck

Preventive Maintenance Inspection Certification for Medium/Heavy Truck

Suspension and Steering Certification for Medium/Heavy Truck

Automobile Parts Specialist Certification

Medium/Heavy Truck Parts Specialist Certification

Air Conditioning Certification for School Bus

Body Systems and Special Equipment Certification for School Bus

Brakes Certification for School Bus

Diesel Engines Certification for School Bus

Drive Train Certification for School Bus

Electrical/Electronic Systems Certification for School Bus

Suspension and Steering Certification for School Bus

Advanced Series - Automobile Advanced Engine Performance Certification

Advanced Series - Truck Advanced Electric Diesel Engine Diagnosis Certification

Light Vehicles - Compressed Natural Gas Certification for Alternate Fuels

I-CAR Certificate of Advanced Training

Advanced Vehicle Systems

Aluminum Repair, Replacement and Welding

Detailing

Electronics for Collision Repair

Executive Seminar

Finish Matching

Glass Replacement

Plastic Repair

Steering and Suspension

Understanding Collision Repair

Workplace Hazardous Materials

Manufacturer Training

Paint Manufacturer Training

State Emission Certification

State Vehicle Inspector Certification

Valid Driver's License

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.