

# SmashCare

## Job Description

**Position:** Apprentice Refinisher

**Reporting to:** Assistant Production Manager - Refinish

### **Job Precs:**

We will know the job is being performed optimally when:

You take pride in your profession and as such vehicles are refinished professionally, first time, every time.

You proactively inform your supervisor of any change that will impact the expected refinish of the vehicle.

You respect the Client's vehicle and personal belongings and do not adjust settings on the vehicle, in particular their stereo system and do not smoke in the vehicles.

You contribute to a harmonious working environment.

### **Key Performance Indicators:**

#### **A. Essentials**

1. Vehicles are refinished in line with Company's Quality standard.
2. Compliance at all times with the Company's WH & S Policies and Procedures and equipment maintenance procedures.
3. Protect and appropriately store all Parts at all times.
4. Supply your own tools and maintain cleanliness of work area.
5. Perform your role to achieve profitable, professional refinish.

#### **B. Performance Measurement tools:**

1. Client Surveys and Sales Managers Final presentation Quality control sheets
2. WH & S incident reports and observation of Management Team
3. Observation of Management Team
4. Observation of Management Team
5. Profit reports and your personal earnings

#### **Standard Tasks**

All staff are expected to embrace and participate in the following tasks and responsibilities:

1. Participate and contribute in all appropriate meetings
2. Maintain Clean Workspace Policy
3. Carry out your tasks in line with the Company's Workplace Health & Safety and Quality Assurance Policies, Procedures and Programs
4. Treat all staff members with respect
5. Contribute to creating a positive work environment for all staff and visitors
6. Observe and obey security procedures
7. Maintain uniform and wear in accordance with Company Policy
8. Perform non-core tasks as directed by your supervisor from time-to-time
9. Treat client's vehicles and belongings with respect at all times

10. Be punctual
11. Respect all company property and equipment

### **Specific Tasks**

The following tasks are specifically related to your role and you are expected to carry these out in accordance with the Company's Policies & Procedures.

1. Follow Job Sheet
2. Thoroughly check all your work prior to passing the vehicle on
3. Ensure vehicles are kept as clean as possible during the refinish
4. Ensure sublet items are followed through
5. Complete all supplementary sheets as required
6. Participate in training to ensure continuous improvement
7. Check and sign-off vehicle and completion of job
8. Upon being assigned a vehicle (job), to read the job board to familiarise yourself with the tasks to be carried out. Check that previous work carried out on the vehicle has been completed so as to enable you to carry out your tasks. Then sign on to vehicle
9. To abide by all rules and regulations set out in your Training Agreement
10. To undertake all training that is required by your Training Agreement and keep your Training Record Book up to date
11. To ensure you carry out your tasks and duties given by the Production Manager through weekly and monthly roster sheets

### **Personal Attributes:**

#### **A. Personal**

Self-motivated and Pro-active

Ability to communicate effectively and work cohesively with the entire team.

#### **B. Formal**

Appropriate Trade Certificate

Formally trained in the use of all equipment used in day-to-day operation

#### **C. Preferred**

Time Management & Prioritising of work flow

Conflict/Resolution Training

We expect you to embrace a philosophy of continual improvement.

### **Review and Appraisal**

Your appraisal will be conducted half-yearly with the Assistant Production Manager - Refinish.

### **General Comments**

The position is full-time. The payment rates are fixed for 12 months with a full review to be conducted annually.