

SmashCare

Job Description

Position: Apprentice Repairer

Reporting to: Production Manager

Job Precis:

We will know the job is being performed optimally when:

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

You proactively inform your supervisor/s of any change that will impact the expected repair or refit of the vehicle.

You respect the Client's vehicle and personal belongings and do not adjust setting 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 repaired and refitted 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 repairs.

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. Have all repairs done and sign off on repair
3. Ensure vehicles are kept as clean as possible during the repair
4. Have sublet items tagged/placed in the appropriate area and inform Parts Clerk they are ready to be sent away as early as possible in the repair process (first day preferably)
5. Complete all supplementary sheets as required
6. Participate in training to ensure continuous improvement
7. To not leave SmashCare until job has been signed off or arrangements made for another contractor to complete your job and Workshop/Production Manager advised or arrangements
8. Check and sign-off vehicle at completion of job
9. When assigned a vehicle read Job Sheet, fill out Supplemental Sheet for any additional labour/parts/painting/sublets/mechanical work that is required
10. To check each day as to vehicles of your's that are going out and to inform Workshop Manager of any additional parts required for completion prior to 12 o'clock
11. Ensure that your designated repair bay and parts storage area are kept clean/swept daily/neat and free of clutter. All rubbish to be placed in appropriate designated area
12. To abide by all rules and regulations set in your Training Agreement
13. To undertake all training that is required by your Training Agreement and keep your Training Record Book up to date
14. To ensure your 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 Production Manager.

General Comments

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