



Technician Job Description

- **Customer Service**
 - Greet every customer within 10 feet of you – smile & say hello or thank you
 - If possible, answer the phone when no front staff are available to answer in the first 4 rings – give appropriate greeting, take name and number for call back
 - Work hard to make every customer experience a good one in whatever way you can
 - Follow center dress code and appearance standards at all times
- **Inspections**
 - Perform full courtesy inspection according to Meineke inspection procedure on every vehicle that comes into the center.
 - Use Meineke inspection form to document all findings
 - Be able to perform complete inspection in 10-15 minutes
 - Review inspection findings with service advisor or manager after every inspection; verify that he or she understands any findings and recommended work
- **Documentation**
 - Fully document all recommended repairs and maintenance items on inspection form
 - Document all OBDII codes, TSB numbers, recall numbers, and other alerts on inspection form/work order
 - Sign all inspection forms & work orders once work is completed
- **Repairs**
 - Check all parts with service writer as they arrive to verify correct parts & quantity
 - Do quality work; fix it right the first time
 - Complete repairs in a timely manner
 - Be truthful about your abilities at all times; ask for help when you need it
 - Test drive all repairs as needed; verify work is done correctly
 - Maintain cleanliness of vehicles, inside & out – follow Meineke procedures for “Do Quality Work”
 - Re-check any comebacks; ensure issues are resolved (no diagnostic charge is guaranteed for previously paid repairs).
- **Center Upkeep**
 - Clean your workspace and any mess you’ve made
 - Maintain your own toolbox; keep it secure and organized
 - Assist with shop maintenance, stocking & cleaning as assigned
 - Assist with regular equipment maintenance and upkeep as assigned
- **Training & Certification**
 - Maintain any ASE certifications
 - Keep up continuing education to ensure you are qualified to work on all makes and models of vehicles, all new technologies

DISCLAIMER: This information is provided by Meineke Car Care Centers, LLC as optional guidance for employee staffing and training materials. This form is for informational purposes only and shall not constitute legal advice.



COMMITMENT TO EXCELLENCE

- Maintain state certification for emissions/inspections as appropriate
- Pursue additional training opportunities on a regular basis as agreed/recommended by manager
- **Additional Duties**
 - Follow all center policies & procedures
 - Do anything else asked of you

Applicant/Employee must read, and sign in acceptance and understanding. Any failure to do so, or failure to maintain job duties may result in termination.

X _____
Print name

X _____ Date _____
Signature

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