

**THE CONRAD COMPANIES**  
**Job Description**

**Job Title:** Master Technician  
**Salary Level:**  
**Business Unit:** Conrad's Tire Service, Inc.  
**Department:** Service  
**Location:** Assigned Location  
**Approved By:**  
**Approved Date:**  
**Reports To:** Service Manager

**CONTRIBUTION**

Acts as a consultant for diagnostic work, vehicle repairs, and procedures. Also, the master technician provides leadership and direction to other members of the service department.

**ESSENTIAL RESULTS**

Diagnoses and repairs vehicles accurately and within a reasonable time frame and with a quality of work that exceeds customer expectations.

Performs advanced remove and replace, and diagnostic work accurately according to daily work orders as received from any manager including: computerized carburetor overhaul; emission control devices; throttle body injection; electrical problems on computerized vehicles; conditions between computer, ignition, and mechanical problems; anti-lock brake systems; cruise control; all non-computerized accessories; drivability problems; on-board computer problems; import fuel injection; import ignition on computerized vehicles; auto transmissions; computerized A/C systems; and four wheel drive internal components.

Trains members of the service department thoroughly in various vehicle maintenance and repair responsibilities.

Assists location managers with daily operation of the facility through pricing work orders, requisitioning parts, shop organization and supervision of other members of the service department.

Operates acceptably and safely the following equipment: all SUN MCA functions including on-board computers; and all equipment required to perform the jobs of other members of the service department.

Knows, understands, and performs all duties of the Tire and Alignment and Technician jobs.

Observes and follows all necessary safety regulations when operating machinery, equipment and tools.

Purchases and maintains the tools necessary to perform the various duties of the job.

Performs work of other members of the service department if business necessitates.

Any other duties either necessary for customer service or perceived by or assigned to the job.

**PRIMARY INTERACTIONS**

The master technician regularly interacts with location personnel, and occasionally interacts with business unit leaders, branch management corporate personnel, vendors, and customers.

**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**

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combinations of education and experience.

Minimum **training** required:

Basic Services  
Automotive Air Conditioning  
Starting and Charging Systems  
GM Computer Command Control  
Steering and Suspension Systems  
Computer Carburetion  
Wheel Alignment  
GM Electronic Fuel Injection  
Brake Systems  
Chrysler Engine Management Systems  
Engine Performance  
Ford Electronic Engine Controls IV  
Automotive Electricity/Electronics  
Import Fuel Injection  
Anti-Lock Brake Systems

Minimum **ASE certifications** required:

Suspension and Steering  
Engine Repair  
Brakes  
Engine Performance  
Electrical Systems  
Manual Drive Train and Axles  
Heating and Air Conditioning  
Automatic Transmission/Transaxle

Advanced automotive maintenance, remove and replacement knowledge and skills.

Advanced automotive diagnostics knowledge and skills.

## **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.

## **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 graphs.

## **REASONING ABILITY**

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.

**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.

While performing the duties of this job, the employee is regularly required to work standing up, walk, use hands and fingers to operate tools and equipment, and speak and listen, both over the phone and in person to customer and fellow employees, in order to perform the above listed duties.

The employee frequently is required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee is occasionally required to work in a seated position, climb or balance, and taste or smell.

The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 100 pounds, and occasionally lift and/or move more than 100 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**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.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts, fumes or airborne particles, and toxic or caustic chemicals. The employee is frequently exposed to risk of electrical shock and vibration. The employee is occasionally exposed to wet and/or humid conditions, outside weather conditions, and explosives.

The noise level in the work environment is usually loud.

Fast-paced working environment.

The employee regularly works up to 50 hours per week, and occasionally works up to 60 hours per week.

The employee regularly works Saturdays, occasionally works evenings.

Travel between locations is occasionally required.

**MISCELLANEOUS** The employee is required to have an acceptable driving record, in line with the stated Company Policy, and they must have a valid driver's license in the state in which they are employed with the Conrad Companies.

The employee must comply with all aspects of Conrad's Drug Free Workplace Policy