



Job Description – Master Technician

SUMMARY

Act 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.

All employees are expected to demonstrate core behaviors that help us provide the level of service that customers expect:

Key Competencies	Descriptors
1. Drive	Self-motivated to take action and to do more than what is expected in order to deliver excellent service.
2. Desire to Learn	Actively seeks to build or acquire new knowledge in order to improve and develop skills.
3. Speed of Execution	Carries out job duties in a manner that demonstrates ability to achieve the expected level of efficiency, quality, and customer service.
4. Detail Orientation	Completes tasks accurately, thoroughly and with an eye toward quality, and in accordance with established processes and procedures.
5. Reliability	Assumes personal responsibility for all aspects of work: quality, timeliness and results; seeking to complete tasks with little oversight.

ESSENTIAL JOB FUNCTIONS

- Diagnoses and repairs vehicles accurately and within a reasonable time frame and with a quality of work that exceeds customer expectations.
- Perform advanced removal and replacement, and diagnostic work accurately according to daily work orders as received from any manager including: emission control systems; 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.
- Train members of the service department thoroughly in various vehicle maintenance and repair responsibilities.
- Assist 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.
- Knows, understands, and performs all duties of all Technician roles.
- Observes and follows all necessary safety regulations when operating machinery, equipment and tools.
- Perform work of other members of the service department if business necessitates.
- Perform any other duties either necessary for customer service or perceived by or assigned to the job.

EQUIPMENT/TOOLS

Operates the following equipment acceptably and safely: diagnostic scan tool, DSO, smoke machine and all equipment required to perform the jobs of other members of the service department.

Tools provided by the Company:

½” Air Impact Gun, flip sockets (standard & metric), valve stem puller, hubcap hammer, air gauge, tread depth gauge, safety glasses, torque wrench, flat repair tools, wheel lock removal kit and wheel weight hammer/puller.

Tools provided by the Employee*

Screw driver set (standard & Phillips), vise grips, pliers (standard & needle nose), pair channel locks, basic socket set (standard & metric) ¼” driver and basic tool box to hold all of the above.

**purchases and maintains the tools necessary to perform the various duties of the job*

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform and enjoy each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE

Minimum **training** required: Certified Master Technician
Advanced automotive maintenance, removal & replacement knowledge/skills
Advanced automotive diagnostic knowledge/skills.

ASE certifications: Suspension and Steering
Brakes
Heating & Air Conditioning
Refrigerant Recovery & Recycling
Engine Repair
Electrical/Electronic Systems
Engine Performance
Auto Advanced Engine Performance
Automatic Transmission/Transaxle
Manual Drive Train & Axels

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 and REASONING ABILITY

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

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.

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 customers 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 50 pounds, frequently lift and/or move up to 75-100 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.

- The employee regularly works 45-50 hours per week.
- The employee regularly works Saturdays and occasionally works evenings.
- Travel between locations is occasionally required.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts, fumes or airborne particles and 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 combustibles. Fast paced working environment. The noise level in the work environment is usually loud.

MISCELLANEOUS

- Acceptable driving record, in line with the stated Company Policy, and 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.
- A background check is required as a condition of employment.

This job description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of Conrad's. Since no job description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder's responsibility.