



POLICARO **BMW**

Service Technician

**Job Title:** Service Technician

**Department:** Service Department

**Reports to:** Service Manager, Fixed Operations Manager, General Manager

## **JOB SUMMARY**

The Service Technician performs vehicle repair and maintenance as assigned in accordance with dealer and factory standards and builds Customer loyalty by developing trust and ensuring confidence in the dealership.

## **KEY AREAS OF RESPONSIBILITIES**

- Performing vehicle repair and/or maintenance work as outlined on repair order with efficiency and accuracy, in accordance with dealership and factory standards to drive Customer loyalty.
- Communicating with Parts Department and Service Advisors regularly to effectively manage production and Customer communication.
- Diagnosing the cause of any malfunction and perform repair, if authorized by the Customer.
- Conducting multi-point inspections to make appropriate recommendations to ensure safety and reliability of Customer vehicles.
- Documenting work performed on each vehicle on the repair order.
- Maintaining an inventory of normal Technician's tools not normally inventoried by the Service department as "special tools."
- Keeping abreast of factory technical bulletins and participating in factory-sponsored training classes as appropriate.

## **REQUIREMENTS, AND EXPERIENCE FOR THIS POSITION**

- High School diploma or equivalent
- Technician License
- 2+ years experience as an automotive technician BMW or Mercedes experience preferred Automotive BMW technical training preferred
- Attention to detail

- Organization and follow-up skills
- Driver's license and have and maintain an acceptable, safe driving record
- Strong aptitude of technical/mechanical repairs

At the Policaro Automotive Family we believe in hiring from within our organization. Our Service Advisor position has many choices for career growth and development after success within this role.