

Terms of Reference for Jr. Technician (Auto)

- 1. Position Title : Jr. Technician**
- 2. Position Level : 14**
- 3. Employment Status : Regular**

Background:

The primary responsibility is to carry out repair and maintenance work of Toyota vehicle and complete the day-to-day activities of the unit to ensure customer loyalty resulting in superior business performance and schedule future maintenance sessions and advice motorists on good vehicle use.

Knowledge, Skills and Abilities:

Excellent knowledge of mechanical components of vehicles. Ability to handle various tools (e.g. pliers) and heavy equipment (e.g. lift). Knowledge of tools and equipment required to conduct all repairs. Ability to operate diagnostic tools required.

Duties and responsibilities and accountability:

- Shall report to the Service Advisor and Mechanical Engineer for all service or maintenance related affairs.
- Perform technical inspection of Toyota vehicle.
- Use diagnostic tools and equipment to identify, test operation and troubleshoot vehicle problems.
- Perform repairs or replacement of vehicle parts, make adjustments and tune-ups as required.
- Perform periodic maintenance procedures.
- Other job functions directly related to above.
- Shall execute business operations as per targets.
- Shall maintain good relation with colleagues, supervisors, customers/clients.
- Provide technical advice to the customer.
- Update enquiry record.
- Shall be liberated to seek clarification from Head, if any doubts arise