**Terms of Reference for Jr. Technician I, Homestore, SML and Export Division**

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| **Position Title** | Jr. Technician I (Auto Mechanic) |
| **Grade** | 14 |
| **Pay and Allowances** | Salary and other benefits as per SRR-2018 |
| **Type of Employment** | Regular |
| **Reporting** | Service Manager/Sales Manager, SML & Homestore |
| **Qualification and Experience** | Minimum completion of TTI/VTI with specialization or background in Mechanical/ Automobile field. Preference will be given to candidates with work experience in auto mobile/ heavy earthmoving industry. |
| **Background** | The primary responsibility is to carry out inspection for SMLI vehicles and ACE construction equipment and seamless execution of day-to-day activities to ensure excellent after sales service. Advocate and advice motorists on good vehicle use. |
| **Knowledge, Skills and Abilities** | * Good knowledge of mechanical, electrical and electronic components of vehicles and hydraulics of construction equipment. * 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. |
| **Duties, responsibilities and accountability** | * Shall report to the Service Supervisor/Sales Manager for all service-related affairs. * Perform technical inspection of vehicle/ machineries. * Use diagnostic tools and equipment to identify and troubleshoot mechanical issues, test operation of mechanical components of a vehicle. * Perform repairs or replacement of vehicle components; make adjustments and tune-ups as required. * Perform periodic maintenance procedures as per service schedule, not limited to stock vehicles/ equipment. * Shall execute business operations as per targets assigned. * Shall maintain good relationship with principal company officials, regulatory bodies, customers and colleagues. * Shall ensure daily work assigned is completed and reported to supervisor. * Provide technical advice/ support to customer. * Shall be accountable for hand tools, diagnostic tools and equipment as handed by supervisor * Shall follow the Service Rules and Regulations 2018 of the company * Shall carry out any task directly related to SML & Homestore division and on instruction of the HOD/Management. |