**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.
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| **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.
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