

**EMPIRE AUTOHAUS, INC.**  
**JOB DESCRIPTION**

**Position Title:** Master Technician

**Approvals:**

President: \_\_\_\_\_

**Department:** Service; Parts, Administration

Vice President: \_\_\_\_\_

Other: \_\_\_\_\_

**Reports to:** Alan and Karen Apel; President & Vice President

**Date:** April 26, 2012

**List the job titles that report to this position:** None

**Purpose of the Position:**

This position exists to provide customer satisfaction; through efficient and accurately diagnosed and repaired vehicles. The Master Technician will provide clear communication to the Service Manager for the benefit of the customer and EAH. This position supports as necessary, support of the needs of the workshop.

The position also is created to support any and all functions related to running a successful car service center, including parts support, customer communication, cleaning and janitorial duties and organization.

**Principal / Essential Responsibilities:**

Duties relevant to customer satisfaction:

- Provide clear and concise communication and estimates to the Service Manager before work is started on the customer's vehicle and to the customer.
- Strive to achieve 40 or more flat rate hours per week through keeping pace with work flow and service bay sales (work flow dependent)
- Inspect vehicles and drive revenue and sales by identifying vehicle needs and providing update estimates.
- Update estimates as the vehicle repair requirements change through additional work sold, complications or other. Any additional costs must be *provided to the Customer to present to the customer for approval prior* to going ahead with the work. It should not occur that a customer inquires why the invoice is higher than originally stated after the repairs are completed (within 10% not counting tax).
- Verify customer complaints to ensure proper repair is made.
- Test-drive customer vehicles to ensure quality of repairs.
- Keep Service Manager informed of all vehicle contingencies to ensure proper customer communication and optimized work flow.
- Work to maintain existing customer base and grow by adding new customers.

Other Duties:

- Assist the Apprentice with advice and guidance when requested by the apprentice or by management.
- Work with the ownership of EAH to provide a positive work environment.

### **Principal / Essential Responsibilities (cont):**

- Provide assistance in parts sourcing, pricing, and stocking of inventory
- Maintain a clean and efficient working environment, by cleaning, organizing, sorting in the workshop.
- Promoting a healthy and safe work environment.

**Related Responsibilities:** (List responsibilities that are not essential, but may be required)  
Performs other related duties as required.

### **QUALIFICATIONS**

**Education:** Bachelor's degree in an Automotive technical or professional field, or equivalent education and/or experience

**Experience:** Five years minimum Professional experience in Automotive Service, or a related field.

#### **Necessary Skills, Behaviors, Certifications, etc.:**

- Highly developed technical and diagnostic skills
- Automotive Technical skills and ability to use basic automotive tools and equipment
- Highly motivated individual dedicated to problem resolution
- Timeliness, punctuality and responsibility
- Ability to handle multiple projects and deadlines in a fast-paced environment
- Professional interpersonal skills
- Proficient language, communications and organizational skills
- Willingness to perform all tasks required or requested by the management

#### **Preferred Skills, behaviors:**

- Ability to be creative and develop solutions to unforeseen challenges quickly
- Typing competency and communication skills both verbal and written
- Experienced / skilled in use of conventional PC programs such as Excel, Word, PowerPoint, Access, etc.
- Ability to work overtime when needed