

Head technician agreement and job description

This workshop employment agreement is between:

TaT Service Centre 51 James Street, Rozelle NSW 2039

and

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Commencement:

1 July 2012

Position:

Head technician

Remuneration:

\$00,0000.00 per annum

Plus 9% Superannuation – total \$00,000.00

Wages are paid every Friday by direct debit

Working hours:

7.30am to 5.30pm Monday to Friday

Breaks: one hour per day

Termination of Employment:

Employment may be terminated by you or TaT Service Centre subject to two weeks notice in writing, or payment in lieu of notice. TaT Service Center reserves the right to dismiss without notice or payment in lieu of notice for just cause. For the purpose of this paragraph 'cause' shall cover:

- dishonesty
- willful disobedience or non-compliance with the terms of this letter
- failure to comply with any lawful orders or instructions given by TaT Service Center
- incompetence or negligence in the performance of your duties
- bankruptcy
- conviction of any criminal offence reflecting on your character, integrity or reputation in the community in which you work
- use of drugs prohibited by law
- consumption of alcohol to a level which, in your employer's opinion, adversely affects your ability to perform you duties.

Annual leave

Annual leave entitlement is 20 days per year.

Holiday leave loading is not paid.

Annual leave is to be taken each year.

Management may direct leave be taken when five weeks entitlement has accrued.

Sick leave

Sick leave entitlement is 10 days per year (on a pro-rata basis for the first year). A doctor's certificate must be supplied for all sick leave taken on a Monday or Friday or if longer than one day.

Superannuation:

The Australian Government's compulsory employer superannuation contribution, currently 9% of your gross salary, will be paid directly into the company's superannuation fund (MTAA Superannuation Fund, unless you specify another).

Reports to:

Proprietor, Jim Brown

Service manager, John Dunn

Productivity expectations:

It is expected that you will achieve 7.2 hours of chargeable labour each day.

You are required to ensure that all other staff are achieving their chargeable hour targets.

It is your responsibility to ensure that all times are accurately detailed on each technician's job card and time sheet to ensure accurate billing of jobs. If all scheduled work is completed, labour hours are achieved and all other duties are up to date, management may allow early departure from work.

Key duties and responsibilities:

Perform the duties of an automotive technician which include:

- undertake efficient and quality repairs and servicing to all vehicles within the framework listed above
- communicate to the service manager or proprietor any information relevant to the smooth and profitable running of the workshop, including, and not limited to, safety issues and improper behavior
- ensure all vehicles are clean on completion, branding material has been attached and the service book stamped
- correctly complete job cards including parts used, timed worked and work undertaken on every job
- deliver the job card to the service manager for invoice preparation
- complete a timesheet after each job

- communicate any issues to the service manager or head tech immediately an issue is identified
- clean up workspace after each job
- return tools to dedicated location
- correctly dispose of oils
- place damaged parts in the allocated bin
- train and oversee apprentices
- assist team members as required
- log and report damaged tools and equipment
- correctly complete stock returns log book
- order parts as required
- update 'out of stock' white board when required
- answer phones and attend to customers when required
- complete a weekly cleaning roster
- attend and contribute to weekly team meetings
- read and sign material posted in the staff room
- undertake automotive training and keep abreast of industry trends and repair techniques
- ensure your appearance conforms with workshop policy
- oversee technicians and ensure they fulfill their responsibilities and duties
- review booking diary each day with service manager
- ensure all parts are ordered before 9.30
- monitor technician output to ensure targets are reached
- ensure jobs are finished on time
- inform service manager of any delays
- ensure all equipment is switched off at close of business
- ensure all vehicles are locked away or locked in outdoor all-day parking spots at the end of each day
- on weekends, ensure all vehicles are locked away if possible
- ensure that finished vehicles are processed in a timely manner
- check all apprentice work prior to handover
- manage stock returns
- manage damaged equipment
- repair and maintain equipment
- develop and maintain the tool register
- train and oversee apprentices
- manage optimal workshop layout
- review and improve workflows
- attend monthly management meeting
- communicate business improvement opportunities
- communicate training needs to management
- communicate marketing opportunities to management
- deal with sales representatives.

Bonus:

Provided that key duties and responsibilities are satisfactorily fulfilled, you will be eligible for a weekly bonus which is detailed in the Staff Incentive Scheme.

Your role at the TaT Service Center is that of a team leader.

It is your responsibility to take an interest in the running of the workshop and be constantly alert to situations which require improvement. When you delegate jobs you must ensure that they are done to the level and quality expected.

Any issues, problems or suggestions should be brought to the attention of the service manager or proprietor.

By signing this agreement, you signify your understanding of the conditions of employment and accept all the above terms and conditions of employment.

This agreement will be reviewed in July each year at your annual appraisal.

This agreement is strictly confidential and its contents must not be disclosed to any other employee. Any such disclosure will result in immediate termination of employment.

Jim Brown
Proprietor

Technician