**Specialist Technician**

**Role Purpose:**

Reporting to the Operations Regional Manager the job holder is responsible for providing a high level of roadside service to a prestige motor car manufacturer’s customers. Delivering outstanding customer service every time. They will also be responsible for meeting the required standards of performance which ensures that the overall business operates effectively and efficiently to ensure that the business is competitive.

**Key Responsibilities:**

* Provide high levels of customer service whilst operating in a manner which supports/enhances both the RAC and Mercedes-Benz brand values, ensures customer retention and delivery.
* Meet the required standards of performance by achieving the key measures used to manage the business in order to provide a cost-effective service.
* Promote retail sales if required which meet individual targets and contribute the business revenue streams.
* At all times work safety, ensuring the safety of self and customers, to minimize risk of accident or injury.
* At all times behaviour is in keeping with the expected and defined to ensure that customers are treated professionally, courteously and with empathy which ensures that the RAC and Mercedes-Benz high reputation is maintained.

**Skills / Knowledge / Experience:**

* Several years practical working experience within the motor trade working with different types of light vehicles including the ability to use diagnostic procedures.
* A logical thinker with proven problem solving skills
* The ability to operate and maximize the use of all modern equipment including computerized equipment
* A flexible approach to meet the needs of the business
* The ability to communicate professionally and effectively with customers in a face-to-face situation
* The ability to work under pressure and to see a job through to completion
* Needs to be able to work unsupervised and have the ability to take ownership of customers problems and provide a solution which is acceptable to the customer.

**Qualifications:**

Level 2/3 motor vehicle repair qualification from any of the below bodies or armed forces qualifications at the same level (Armed forces candidates need to show how the qualifications meets the equivalent required levels).

* Master Technician qualification desirable
* City & Guilds
* NVQ
* IMI

Solid experience is required working as a technician in a workshop environment or working as a roadside patrol.

**Salary:**

Competitive salary / OTE circa mid-£35k - £47k (uncapped) + additional benefits