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| **ROLE Title:** | **Field Based Vehicle Technician** | | **DAte:** | | **March 2021** | |
| **GRADE:** | **Band 6 – Expert** | | **Business Unit:** | | **Business Roadside** | |
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| **Role** | | **Key Responsibilities:** | | **Skills / Knowledge / Experience:** | | **Competencies / Values** |
| **Role Purpose**:  This is a field-based role, working at business or private addresses to complete vehicle recall activity, inspect vehicles, examine components and assess trade premises; producing condition reporting and technical feedback in set formats. Flexibility is required as role may dictate work away from home to cover other geographical areas or work density hot spots.  **Role Dimension:**  Carrying out specialist vehicle repairs – e.g. recall  Assessing prestige and specialist vehicles  Examination of vehicles components to determine cause of failure and potential liability  Auditing of trade premises and manufacturer technical programmes  Acting as an expert witness and representing RAC as part of company litigation  Providing detailed condition reporting  **Reports to:**  Team or Operations Manager  **Relationships**  **Internal:**  Ops Support / Work Planners  Field-base Colleagues  Team and Departmental Managers  Health & Safety & Technical Departments  Supply Chain  **External:**  Consumers/RAC Members  Motor Dealers and Repairers  RAC Approved Network  Suppliers  Legal Representatives and Trade Bodies | | ***What the role must deliver***  Outstanding customer service whilst delivering required productivity and quality standards  Positive representation of our motor manufacturer customers and corporate partners  Specialist vehicle, industry and product scheme knowledge that often involves the interpretation and application of defined ‘standards’  Strong verbal communication at a senior business level  Expert industry advice to colleagues, customers and trade contacts with occasional mentoring and training of colleagues or customers at corporate events  Delivery of condition reporting that is clear, technically accurate with evidence-based conclusions and recommendations  Management of daily workload and stock control, via field-based technology. Accurate data uploading to OEM warranty systems as and when required ensuring that reports are completed and sent to relevant departments on time using correct formats  Work within all procedures and in line with ISO 9001:2000  Ownership of personal development and maintaining an up-to-date knowledge of the industry and all schemes, products and procedures relevant to field technician role  Support of business and line management with ad hoc work requests  **Key Measures:**   * Customer satisfaction * Productivity and work efficiency * Work quality and accuracy * Managing & maintaining stock levels * Health & Safety and mandatory essential learning compliance | | Sound mechanical and bodywork knowledge of all aspects of vehicle construction and repair  Relevant motor trade experience that will have included customer-facing duties  Good oral and written communication skills with aptitude to mentor and train others within a technical job role  An ability to work under pressure, take ownership and be confident when making decisions, prioritising work and following work procedures  Can use initiative to work without guidance and / or as part of a team to resolve issues  Application of quality-orientated work processes and procedures  A thorough understanding of vehicle diagnostics and Electric/Hybrid vehicles would be an advantage but not essential  **Qualifications/FSA:**  Hold NVQ level 3 or equivalent in motor mechanical engineering | | **RAC competencies**  Interpersonal & Influencing – Level 2  Continuous Improvement – Level 2  Judgement & Decision Making – Level 2  Customer Focus – Level 2  Achievement Drive – Lev 2  Building Relationships – Level 2  **Values**  **Handle it Together**  Cares about impact on others, shares ideas and positively challenges others  **Exceptional Service**  Has best interests of colleagues and customers at heart, goes the extra mile to enhance customer experience, understands business strategy  **Raise the Bar**  Driven and ambitious, challenges self and others, continually learning  **Own It**  Leads by example, trusted to achieve right outcome, passionate and committed |