

# SMITH & SMITH

## JOB DESCRIPTION

### JOB TITLE

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Technician

### PURPOSE

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Our aim is to be the natural choice in vehicle glass repair and replacement for all New Zealanders.

Your mission as a Technician is to exceed our customers' expectations by providing consistently superior customer service in every customer interaction. With your strong customer service orientation, friendly and professional approach, your goal is to carry out high quality service and quality of workmanship when repairing or fitting replacement glass and providing company services and products, that enhances our brand and generates new and repeat business

You will be supported by inspiring leadership with a focus on coaching and feedback, and enabled with our global world class technical expertise, tools, and processes.

### SPECIFIC DUTIES & RESPONSIBILITIES

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Consistently complete day to day activities in accordance with branch operating systems, assisting with the running of the workshop/mobile in conjunction with the Branch Manager or Leading Hand including;

- Be familiar with and actively promote adherence to company guidelines, policies and procedures
- Maintain individual, team and branch KPI results in relation to; compliance with business process and completeness, accuracy and timeliness of job related processes
- Maintain knowledge of the products and services we offer including the technical aspects of products.
- Job documentation is completed correctly and handed in at branch after booking is completed
- Completion of timesheets and payroll requirements
- Workshop, branch, and mobile vehicle presentation is maintained to company standards
- Equipment is maintained according to company procedures
- Ensure vans, tools, and equipment are secure at all times
- Ensure all branch stock is stored safely and with product ID in appropriate racks
- Report all glass breakages to supervisor/manager
- Complete activities and tasks to support the branch operations as requested

#### Health & Safety

- Responsibility – all personnel will play an active role in health and safety, take responsibility for their own actions relative to their role and not make assumptions that 'someone else' has it covered
- Comply with all health and safety statutory obligations, working safely, observing all health and safety management practices, procedures and participating in Smith&Smith® safety programs.
- Stop, think & act – all personnel will apply these three steps on a daily basis when undertaking operations with regard to anticipating 'what could go wrong' and ensure that steps are taken to minimise risks.
- Wear and maintain Personal Protective Equipment in compliance with company health and safety practices.
- Communication – all personnel will actively communicate any concerns regarding health and safety in a timely, open and honest manner so any concerns can be addressed to maintain a healthy safe working environment.
- Partnership – Health and safety is everyone's responsibility. All personnel will engage with each other on the basis that everyone has a role to play in identifying, assessing and treating health and safety risks at work.
- Actively commits to health & safety standards, ensuring the safety of all people involved with our business
- Carry out high quality workmanship when repairing or fitting replacement glass and providing company services and products

Consistently meet technical standards in the fitting of vehicle glass and other products, in line with all specifications.

Individual, team and branch KPI results in relation to:

- Non quality jobs (NQJ's) KPIs
- Technical Assessment KPIs
- Productivity measures & KPI's
- Compliance with business process
- Compliance with Belron way of fitting:
- Technical standards maintained, in accordance with operating procedures
- Complete internal technical assessments as required

Use and maintain correct tools, products and procedures, as per the Technical Manual and company:

- Repair windscreens in line with LTSA regulations
- Replace glass to the manufacturers' specifications
- When a windscreen is removed, ensure there is no structural rust

Exceed our customers' expectations by providing consistently superior service in every customer interaction

Be committed to providing high quality services that exceed each customer's requirements.

Individual, team and branch KPI results in relation to:

- Non quality jobs (NQJ's) KPIs
- Meeting Customer service KPI's (NPS)
- Productivity measures & KPI's

Actively promote products and services (e.g. Glass repair, Lifetime Guarantee, Wipers) to promote our national brand, professional image and values.

Be able to think on your feet and solve problems, escalating up where necessary.

Maintain a professional and presentable image of self, in appearance and verbal communication ensuring that your uniform clean and worn in full at all times

Responsible for keeping customers fully informed

Have necessary respect for customer property and take all protective measures. Due diligence taken when dealing with customer's property. Advise managers of any damage caused to customer property

Check vehicles for damage before and after the repair/replacement, note damage appropriately and ensure the customer signs in acceptance

Maintain confidentiality of shared information, knowledge and customer details

Appropriate escalation of customer complaints

Achieve high performance, goal oriented outcomes

Fully understand branch targets, results, key performance indicators and your role in the delivery of these

Contribute to achievement of branch sales revenue targets and reduced expenses

Liaise with Branch regarding job schedules to ensure own time is maximized

Maintain flexibility with work hours in line with the customer demands placed on the business

Commitment to ongoing development and attainment of technical skills and capability.

To assist in the development of business growth by assisting with customer calls (as per call schedule) as required

Building relationships through networking with our stakeholders, customers and business partners as required.

Undertake special projects and ad hoc assignments as required by the Operations Senior Management Team, Branch Manager or Leading Hand.

#### Competencies

- Customer Focus
- Strong customer orientation and strives to exceed customer expectations.
- Seeks to build rapport: positive and friendly relationships with others internally and externally.
- Manages customer expectations where appropriate and resolves conflict over competing priorities.
- Always presents themselves well and sets high standards of professionalism.

#### Leadership & Team Working

- Promotes team effectiveness and engagement.
- Foster positive working relationships with internal and external customers.
- Cooperating and collaborating to accomplish tasks.
- Follows the principles of "Our Way of Working" and Smith&Smith® values.
- Recognises team members who go above and beyond what is expected of them

#### Self-Drive

- Assesses own development needs.
- Seeks out and encourages feedback from others to improve self.-
- Develops a sufficient technical knowledge of areas of responsibility to execute role objectives.
- Participates in training and coaching as required, to increase personal skill levels of self and others

#### Problem solving & innovation

- Ability to problem solve and recognise the implications of decisions and their impact.
- Ability to weigh up pros and cons and impacts of alternative actions
- Identifies and resolves problems before they escalate
- Innovative, thinks outside the box to find solutions.
- Consistently seeks to improve performance, quality and efficiency.
- Is proactive in setting and reaching goals for self.
- Persistent and outcome oriented.
- Takes extra steps to achieve improvements in specific areas and exceed objectives.

## **GENERAL DUTIES & RESPONSIBILITIES**

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- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

## **SKILLS, EXPERIENCE & EDUCATION**

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#### Education and Experience

- NCEA level 2 in English and Math
- Experience using personal computer

#### Required Certifications

- A current valid Driver's License
- Ability to document identity and employment eligibility
- Successful completion of pre-employment background checks and drug-screening

#### Physical Requirements

- Able to work while standing, physical lifting 25 kgs, working at height

#### Other Requirements

- Work roster patterns, able to work weekends

#### Other Required Skills and Abilities:

- Friendly, likeable, approachable, easily establishing rapport and relates well to all types of people
- Fluent English with clear and excellent verbal communication skills
- Read, comprehend and follow instructions
- Strong attention to detail and accuracy
- Can multitask, work under pressure, and manage time to achieve conflicting deadlines
- Ability to plan and operate under minimal supervision
- Hardworking with a positive, 'can do' attitude
- Self motivated, proactive with initiative and enthusiasm
- Willingness to develop new skills and grow professionally

#### Other skills or abilities

- Minimum 3 years work experience
- Genuine empathy and desire to deliver superior customer service
- General knowledge of vehicles
- Practical aptitude
- Advanced manual dexterity

#### Desirable

##### Customer Service experience

- Sales and negotiation skills
- Interest in and working knowledge of vehicles
- Background in Automotive Industries