

**Title:** Lot Technician

**Reports to:** Operations Manager and Service Advisor

**Job Purpose:**

The key role of the Lot Technician is to support the efficiency of the service and technical departments, maintain and ensure the safety and cleanliness of the workshop and reception areas, and be responsible for facility security all the while providing and being dedicated to customer service excellence. The person in this position must communicate clearly and routinely with the Service Advisors and Operations Manager for the duration of every job or task to ensure accuracy and quality.

**Organizational Culture and Expectations:**

Every employee is expected to commit to our high standards of service; they will adhere to safety rules and procedures. Every team members is expected to follow Motor Werke policies, guidelines and procedures, uphold safety requirements at all times, and produce work that evidences pride of workmanship. Each team member contributes to the development of policies and procedures for continued improvement of the company as a whole. Our commitment to working as a team requires employees to be willing to cross train and periodically function in other areas of the business as directed by their supervisor.

**Key Responsibilities:**

- Ensures that all client vehicles are cleaned and/or detailed in a timely manner as directed by the Service Advisors
- Ensure that all courtesy vehicle are cleaned and/or detailed, fueled, and made ready for client use in a timely manner
- Consistently organize and moves vehicles to and from technician bays, wash bay, and sublet vendor facilities so as to maintain Service & Technical Departments productivity
- Ensure that the facility and yard are free from debris, dirt, snow and ice and looks clean and professional at all times
- Ensure that reception areas and washrooms are presentable at facility opening
- Ensure that the lock up and shut-down of the facility is performed in a timely manner at closing each night
- Remove all garbage and recycling materials from the facility as required
- Periodically distribute Motor Werke promotional materials
- Maintain personal grooming, hygiene and uniform standards as set forth in the Employee Handbook

**Key Contacts:**

- Clients and members of the general public
- Owner and General Manager
- Operations Manager
- Parts Manager
- Supervising Service Technicians, Service Technicians, Apprentices and general operations staff

**Related Skills:**

- Strong verbal communication skills
- Follows procedure and direction well
- Positive attitude, integrity, energy, and passion
- Detail-oriented

- Proficient at assessing priorities and expediting tasks in a fast-paced environment
- Excellent time-management skills

**Characteristics of a Lot Technician:**

- Organized & orderly, improvement oriented
- Responsible and practical
- Always prepared, completes tasks on time, strategic thinker
- Service-oriented, helpful
- Cooperative
- Ability to have a big-picture perspective
- Takes pride in quality of work

**Required Education and Certifications:**

- Grade 12 graduation or equivalent is mandatory
- Valid BC Driver's License is mandatory
- Ability to operate manual transmission vehicles is desirable