



The Road to Success

Licensed Automotive Technician

Summary

The Licensed Automotive Technician works in a fast-paced auto service environment, providing superior expertise to customers and the automotive team in automotive systems, diagnostics and repairs. Communication skills are essential to succeed in this position. The Licensed Automotive Technician builds customer loyalty and retention through trust, workmanship and reputation.

Responsibilities and Tasks

Customer Service

- Provides an excellent customer experience by ensuring an ongoing commitment to the needs of the customer and their vehicle.
- Explains procedures and repairs and any additional maintenance work required to customers in an effort to attain a trusting relationship and long-term retention.
- Liaises with Management/Service Advisors/Installers and Back Parts Window Associate to ensure a smooth flow of communication during repairs or maintenance work and that all commitments are achieved.
- Provides accurate estimates and written vehicle reports for all work performed.
- Provides quality workmanship to meet or exceed industry standards.
- Performs tasks in compliance with industry flat rate time allowances.
- Ensures that an unsafe vehicle is reported to management and the vehicle owner.
- Ensures vehicles are kept clean and free of damage by using seat covers and floor mats.
- Provides business card to each customer.
- Retains used parts for the customer on request.
- Shares ideas and suggestions to improve the customer experience in the Automotive Service Centre.
- Deals with challenging situations in a professional manner.

Operations

- Performs accurate and complete vehicle inspections, diagnostics and repairs.
- Performs daily bay inspections in order to ensure shop neatness/cleanliness.
- Instructs monitors and verifies work completed by apprentices. Shares skill set and knowledge with staff members.
- Estimates cost and time for service and repair needs on the customer's vehicle to Service Advisor.
- Completes and reviews repair orders and vehicle inspection reports with customers and/or service advisors.
- Maintains company and personally-owned equipment and tools, as required.
- Remains current with up-to-date knowledge of the operation, maintenance and repair of most domestic and imported vehicles.
- Performs road tests in compliance with store policy.
- Is respectful of all shop tools and equipment.
- Participates in meetings and all training as required and listens to feedback to improve their own abilities.
- Complies with company, store and Automotive Service Centre policies.
- Abides by all health and safety programs and regulations. Reports any observed or potential hazards immediately.
- Uses professional language and maintains a professional appearance (e.g., uniform, hygiene, grooming and name tag) when interacting with others.
- Completes other tasks, as required.



Requirements

- Knowledge of current automobile technology.
- Valid mechanic's license and driver's licence for province of employment.
- Ability to work effectively with computerized systems.
- Good working knowledge of CoStar is considered an asset.
- Experience in a similar role, in a Canadian Tire Auto Service Centre, is considered an asset.

Required Skills and Abilities

Successful candidates will demonstrate the following competencies:

- Strong orientation towards **customer service excellence**.
- Strong belief in the Canadian Tire Values of **honesty, integrity and respect**.
- Ability to serve customers in a **professional manner** and to inspire their confidence and trust.
- Ability to work effectively in a **fast-paced, customer-focused environment**.
- **Strong communication skills**, ability to listen carefully and to give precise instructions.
- Aptitude for building and maintaining **interpersonal relations**, both with customers and coworkers.
- Ability to **plan, organize, delegate and follow-up** on daily tasks.
- Ability to **resolve problems and make decisions**.
- Ability to work in a **team environment** to achieve common goals.
- Ability to **adapt** and **cope with pressure**.
- **Entrepreneurial and results oriented**.



Potential Career Opportunities

- Next levels: Service Advisor, Department Manager and Service Manager.
- Other automotive opportunities in a large network of more than 485 Canadian Tire Automotive Service Centres across the country.
- Career opportunities across the larger Canadian Tire family (Canadian Tire Petroleum, PartSource, Mark's, FGL Sports Ltd, Canadian Tire Corporation Limited and Canadian Tire Financial Services).

Physical Demands and Working Conditions

In compliance with the store's Health and Safety Policies and Procedures:

- Standing/walking for 8 hours.
- Lifting and/or carrying of merchandise items, as required, on a regular, frequent and unassisted basis. Merchandise items may vary in weight from "light" to "heavy".
- Lifting and turning repeatedly throughout the shift.
- Lifting above the shoulder, from floor to shoulder and floor to waist.
- Going up and down a ladder while carrying merchandise.
- Walking and carrying things at the same time and pushing/pulling, as required.
- Twisting, turning, reaching and working above shoulder level.



Competency Profile

Customer experience:

Provides an excellent customer experience by ensuring an ongoing commitment to the needs of the customer and their vehicle. Explains procedures and repairs and any additional maintenance work required to customers. Provides accurate estimates and written vehicle reports for all work performed. Provides quality workmanship to meet or exceed industry standards. Performs tasks in compliance with industry flat rate time allowances. Ensures that an unsafe vehicle is reported to management and the vehicle owner. Ensures vehicles are kept clean and free of damage by using seat covers and floor mats. Provides business card to each customer. Retains used parts for the customer on request. Shares ideas and suggestions to improve the customer experience in the Automotive Service Centre. Deals with challenging situations in a professional manner.

Honesty, integrity, respect:

Respects the line of authority. Openly shares opinions and suggests constructive solutions. Follows systems and procedures that protect the confidentiality and privacy of customers. Report behaviours that may have a negative impact to the Automotive Service Centre, customers and other important policies. Readily admits own mistakes and learns from them. Does not hide facts to avoid negative consequences. Is open, fair and treats others equally within the Automotive Service Centre. Shows respect for cultural and religious differences.

Leading and managing:

Conducts work that is aligned with the Automotive Service Centre and Dealer's vision. Participates in discussion around goals for the Automotive Service Centre and takes ownership to achieve challenging goals. Works in collaboration with other team members and shares tips and personal learning to help colleagues. Has a positive attitude and strong work ethic. Works independently on tasks and helping customers; is resourceful and shows ability to find answers. Shows a personal interest and motivation to improve, is open to learning activities and coaching and asks for feedback.

Growing the business:

Is aware of key factors impacting sales and overall performance of the Automotive Service Centre. Shares potential opportunities or suggestions to help the Automotive Service Centre be more profitable and increase sales. Understands how own actions, suggestions, sales efforts and customer satisfaction contribute to overall sales and profitability. Thinks in terms of profit, loss and productivity when resolving customer issues and applies that knowledge every day. Uses tracking tools.

Problem solving and decision making:

Shares honest feedback and opinions on technical and operational issues to prevent future problems and influence decisions. Uses appropriate tools to resolve issues permanently. Considers relevant factors when making decisions about customer/staff issues and complaints. Understands what decisions he/she is empowered to make and when it is appropriate to escalate them to the Licensed Automotive Technician or Service Manager. Resolves problems at the service counter.

Communication:

Is aware of own communication style and its impact on customers and colleagues and can adapt own style when appropriate. Communicates with impact and influence. Shares knowledge and information in a simple but convincing way despite challenging situations. Consistently communicates professionally, politely and clearly with others and openly shares feedback when appropriate. Integrates new information and ensures a smooth flow of communication with customers. Communicates clearly and professionally in writing.

Adaptable:

Regularly suggests how procedures, policies and work methods could be adapted to make the Automotive Service Centre function better. Speaks positively about required changes. Adapts interpersonal style to suit different types of audiences. Effectively manages stress and pressure. Remains calm, courteous and composed when under pressure and handling multiples demands. Moves ahead with work in a positive way despite setbacks.

Work as a team:

Is considerate towards everyone in the Automotive Service Centre. Participates in building a team spirit and culture when interacting with others and understands their own role within the team. Shares credit with others. Develops effective and supportive relationships and gets along well with others.

Plans, organizes, delegates, follows up:

Executes work in a logical and organized way, step by step, to get work done right the first time and avoid unproductive work. Follows direction and works on task lists created by the Service Advisor and Licensed Automotive Technician in order to meet goals. Organizes own as well as team's time effectively and works on task lists or project's created by the Service Manager in order to meet his/her weekly and daily goals and direction. Follows up daily on tasks assigned to ensure progress. Executes tasks in a timely manner.

Takes action and delivers results:

Always looks for ways to work more efficiently but not at the expense of the customer. Shows initiative and takes actions that are aligned with the Automotive Service Centre goals and achieves them. Accepts challenging tasks and works hard to achieve results. Takes ownership of the assigned work and objectives, focuses on achieving results and provides Service Manager with regular updates on progress. Gets things done as quickly as possible in a safe and efficient manner.

Accountable:

Supports Service Manager and/or Dealer's decisions. Shares health and safety concerns with Service Manager. Understands the need to strictly follow legal and Health and Safety regulations. Learns and follows the Automotive Service Centre's systems, rules, policies, processes and procedures and understands the consequences of not complying with them.