



Universal Auto & Tire LLC

Job Title:	Automotive Technician	Job Category:	Tech B / C Lube & Tire
Department/Group:	Shop	Job Code/ Req#:	Tech
Location:	Concord, OH	Travel Required:	Some, Minor
Level/Salary Range:	Based upon experience. Review available upon 90 days for merit. Bonuses available after 90 day probation.	Position Type:	Preferred Hourly position, part-time-full-time, based upon experience and performance.
HR Contact:	Owner unless otherwise provided	Date Posted:	July 7, 2022
Will Train Applicant(s):	Yes	Posting Expires:	When filled
External Posting URL:	n/a Unless necessary		
Internal Posting:	Paper / Oral		
Applications Accepted By:			
FAX OR EMAIL: u.auto@yahoo.com Subject Line: Automotive Technician		MAIL: Universal Auto & Tire LLC 9853 Johnnycake Ridge Rd. Suite 20 Concord, OH 44060	
Job Description			
<p>ROLE AND RESPONSIBILITIES</p> <p>Shared overall organization of operation and care of shop and equipment, effective communication with ownership and Management team is required upon completion of training/probation. The Technician is to maintain a clean appearance of company assets, efficiently perform duties listed, but not limited to below:</p> <ul style="list-style-type: none"> • Be timely and professional. The Technician will provide a positive reinforcing manner towards employees and customers. If you are scheduled to close, you may be required to stay until services are complete and customer property has been picked up.) • Duties include, but are not limited to: Learning and effectively using Repair and diagnostic software, for example: Identifix, Tire Balancer, Alignment equipment, reading service orders with assistance and without assistance, keeping up to date on automotive laws affecting the position (trade publications will be made available), handling customer interaction, will be required to perform store opening and closing procedures once trained. Keeping paperwork properly stored and filled out for vehicle concerns and maintenance. Cleaning, when necessary, of showroom, office, and shop storage areas. Team member atmosphere is required, no one employee exists in this company without another. Answering phones when needed, assisting with scheduling appointments, and customer contact is sometimes necessary. (Continued...) 			



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- Communicating absence and tardiness must be within an appropriate amount of time, a minimum of 12 hour notice is appreciated to management.
 - Communicating effectively, written, oral, and nonverbal communication are required.
 - Handling store funds and equipment appropriately is of the upmost importance, violations will be handled per case, with penalty up to and including unpaid time off or termination. Any error in cash accounts or vehicle damage is to be reported to management immediately.
 - Maintaining stock levels and equipment should be discussed with management, as to enable the best level of customer service. Training will address this aspect in detail.
 - Be able to communicate within reasonable terms outside of business hours. Phone and/or text communication outside of work is sometimes required. Both for communication of attendance, and handling of customer/employee concerns. Common courtesy is appreciated.
 - We do NOT discuss matters with customers that may be considered offensive, regardless of the manner in which a customer speaks to us.
 - Selling our products and services and happy customers is the key to success.
1. All work must be performed in a timely manner. Technicians are responsible to sign completed repair orders and inspections.
 2. Lifting and assisting in automotive service is required occasionally.
 3. ASE Certification suggested. Reimbursement is available through affiliate partners Program. (Currently affiliated with: Napa, Provantage, and Federated Auto)
 4. Valid drivers license is required. Some special conditions may apply on a per case basis.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

High School diploma or Equivalent GED required. Experience may allow for remediation of schooling requirements. Continued education in industry training preferred. Owners discretion. Some shop equipment is provided, technicians will be required to have, or obtain certain hand and power tools to perform their job duties during probation period. Each technician is responsible for tools in their specific area of expertise based upon level of experience. In house, and expert level outside courses are available and occur as needed, and are Tech level specific.

Pay commensurate to certification levels Including but not limited to: ASE, DOT, MAST (*A/C), MAP, TIA, etc.

PREFERRED SKILLS

Those listed in responsibilities. Also, a desire to provide excellent customer service is necessary. The ability to communicate automotive repairs and maintenance in a simple, concise manner is preferred.

Areas of experience and current offerings are listed below:

Wheel alignments, steering, suspension, brake, tire, engine repair and diagnostics, electrical, hitches, small engine and ATV, exhaust, transmission, climate control systems (HVAC), staling and charging systems.

Universal Auto & Tire, LLC is committed to expanding our offerings and growing with changing automotive repair needs and areas of repair. Our affiliations with the automotive education community allow us to adapt



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our offerings and all areas of experience will be considered based upon the qualifications and goals of each Technician and Universal Auto & Tire.

ADDITIONAL NOTES

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:	Kevin Van Horn	Date/Time:	7/7/2022 4:39:37 PM