

Position Description:

Position Title: Fleet Technician
Location/Department: Road Assist
Date: July 2017

Summary:

Goal: To provide friendly professional roadside assistance to members of BCAA and affiliated clubs in the Lower Mainland Region.

The Team Member is one of approximately 100 Road Assist Fleet Team Members working a variety of 24/7 shifts. The Team Member provides mechanical assistance or towing service to BCAA members and affiliated Clubs. The Team Member has the authority to follow approved procedures, and to report any problems and the actions taken to resolve them.

Shifts are a rolling 37.5hr week. Shifts are advised in 1-month blocks with 1-month advanced notice while on Relief pool selection and 1-year shift lock once graduated into shift pick pool.

Key Responsibilities:

- Responding to Member's request for service delivering flawless service
- Provides efficient minor mechanical assistance such as battery replacement, battery boost, tire change, lockout service, towing, supplying fuel if necessary
- Maintains BCAA's high standard of service and image, focusing on friendly, courteous service always
- Has a high-level knowledge of and promotes BCAA and affiliate products and services?
- Maintains the care and control of BCAA equipment & documentation
- Adheres to all BCAA corporate standards

Qualifications:

Education:

- Minimum--Completion of grade 12
- Certificate of qualification in Automotive Repair – or equivalent

Experience:

- 5 year related mechanical experience
- Proven public relation experience
- Demonstrated Initiative
- Valid B.C. driver license
- Clean driver record

Other Skills:

- Good English Communication Skills
- Service Excellence
- Integrity and Ethical Conduct
- Judgment, Planning and Decision Making
- Ability to obtain Surrey chauffeurs license
- Physically able to lift a minimum of 70lbs
- Basic Computer Skills