

BRIDGESTONE AUSTRALIA LTD.

Position Description

POSITION DETAILS

Position:	Tyre Technician – Level 1 (Trainee)
Business Unit/Department:	Retail Operations
Location:	TBC
Reports to:	Store Manager
Incumbent:	TBC
Effective date:	TBC
Approved by:	General Manager Retail Operations

ACCOUNTABILITY OBJECTIVE

Under direct supervision, the Tyre Technician – Level 1 is responsible for assisting with the fitting, inflation and balancing of passenger and four-wheel drive tyres.

Actively acquire procedure and process understanding of the isolation, lifting, wheel removal and replacement of passenger and four-wheel drive vehicles (within 3 months). This is to be under the direct supervision of a qualified Tyre Fitter (Certificate II) at all times.

Listen to all instructions, comply with reasonable management directions and undertake and complete all tasks in a safe manner.

PRINCIPLE ACCOUNTABILITIES

KRA 1: Provision of best practice customer service

- Provide the highest level of customer service and support to all customer categories dealing with the store.
- The employee must at all times present themselves in a professional manner and be appropriately dressed in company uniform.
- Ensure that in all dealings with customers that they are treated professionally with respect.

KRA 2: Tyre fitting duties

All duties are to be completed under the direct supervision a qualified tyre fitter (Certificate II):

- Fitment of tyres to passenger and four-wheel drive wheels.
- Ensure that passenger and four-wheel drive tyres are inflated correctly and in line with policy.
- Balancing of passenger and four-wheel drive wheels.
- Gather an understanding of and assist with the following procedures:

- o FTSD/Job Card.
- o Vehicle Isolation.
- o Vehicle jacking/lifting.
- o Wheel removal from hub.
- o Wheel fitment to hub.
- o Lowering of vehicle.
- o Wheel torquing.

KRA 3: Service provision

- Assist with the fitment, inflation and balancing of passenger and four-wheel drive wheels in an efficient, timely and safe manner in line with policy and or procedure.
- Ensure correct customer and vehicle details are obtained and written on FTSD/job card neatly

KRA 4: Operational efficiency

- Ensure all tools and equipment are returned to their designated place.
- Ensure fitting bays are kept clean and tidy.
- Gather an understanding of, and assist with maintaining 3S principles and standards.

KRA 5: Support Bridgestone's vision for 'Perfect Safety'

- Comply with HSE instructions, policies and procedures.
- Report all incidents, near misses and hazards.
- Use and maintain safety devices and personal protective equipment correctly.
- Be familiar with emergency and evacuation procedures and complying with the instructions given by emergency response personnel such as emergency wardens and first aiders.
- Ensure PPE is worn in line with workplace procedures.
- Understand the SWP's and RA's associated with all aspects of tyre and wheel fitment.
- Gather an understanding of the SWP's and RA's for the above-mentioned tasks where supervision is required.
- Adhere to and comply with all safety procedures.

WORKING RELATIONSHIPS

- Reports to the relevant Store Manager.
- Works under the direct supervision of a qualified Tyre Fitter (Certificate II) with above mentioned tasks.
- Works closely with store employees.

QUALIFICATIONS AND EXPERIENCE

- A satisfactory level of relevant experience in a similar industry is desirable.
- The willingness to be trained in all facets of the tyre industry.
- Good communication skills (verbally and in writing).
- Ability to listen and follow instructions, procedures and work well within a team and unsupervised.
- Must be willing to follow direction.
- Must possess honesty and integrity.
- Must have good time management capabilities.