

BRIDGESTONE AUSTRALIA LTD.

Position Description

POSITION DETAILS

Position:	Fleet Service Technician – Level 7
Business Unit/Department:	Retail Operations
Location:	TBC
Reports to:	Store Manager
Approved by:	General Manager Retail Operations

ACCOUNTABILITY OBJECTIVE

Responsible for the complete tyre and wheel removal and fitment procedure for passenger, four-wheel drive, truck and where applicable, agricultural and industrial tyres to customer vehicles in line with customer requirements.

This position is the most senior fitting role within Bridgestone and the employee would typically be expected to work in a productive, efficient, autonomous and 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 Bridgestone.
- Ensure Service level agreements are achieved.
- Fleet Service Technician schedules are adhered to in a timely and efficient manner.
- Ensure all vehicles are inspected in full to maximise sales opportunities.
- The employee must at all times present themselves in a professional manner and be appropriately dressed in company uniform.
- Service vehicles are to be kept clean and tidy manner, free from rubbish.

KRA 2: Tyre fitting duties PSR, 4x4, Light Truck, TBR

- Adhere to vehicle isolation procedures.
- Adhere vehicle jacking/lifting procedures.
- Adhere to wheel removal procedures.
- Comply with Bridgestone fitment of tyres procedures.
- Comply with Bridgestone inflation of tyres procedures.
- Balancing of tyre and wheel assembly's in line with Bridgestone protocols.

- Adhere to the hub, stud and wheel cleaning process.
- Adhere to wheel fitment procedures.
- Ensure all wheels are torqued to correct FTLB/NM.
- Adhere to re-torque stickers and hanger procedure.
- Effective management of roadside callouts by ensuring that safety requirements are followed in a timely and efficient manner.
- Effective management of small, mid and large sized customer fleets.

KRA 3: Service provision

- Complete the fitment of passenger, four wheel drive and TBR/Bandag tyres in an efficient, timely and safe manner.
- Ensure the use of BMobile in accordance with policy and procedure.
- Where BMobile is not in use, ensure correct customer and vehicle details are obtained and written on FTSD/Job Card neatly.
- Identify opportunities to increase in sales and service such as but not limited, additional tyre units, wheel alignments, additional wheel balancing, pressure checks and adjusting, wheel rotations.
- Assist with the trialling of test tyres as requested by store management.

KRA 4: Operational efficiency

- Ensure all tools and equipment is returned to their designated area within the service vehicle.
- Ensure service vehicle is kept clean and tidy.
- Adhere to 3S principles and standards.
- Maintenance of all tools and equipment in a clean and tidy manner and report any defects to store management.
- Obtain works orders for all stock being requested from the store and sign as proof of delivery.
- Bmobile – When requesting stock from the store, ensure stock is receipted into Bmobile upon collection, If Bmobile is not available a work order is required (follow above point).
- If consignment stock is used, ensure the stock is transferred to Bmobile prior to fitment.
- Notify store management when the service vehicle is approaching its due service kms/date (refer service sticker).
- Notify store management when the compressor is approaching its service hours/date (refer hour metre on compressor).
- Conduct and complete a thorough weekly vehicle inspection through Skytrust, noting any defects and report this to your manager.
- Conduct and complete a thorough monthly tool inspection form, noting any defects and report this to your manager.

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 personnel 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 in 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.
- Understand and adhere to all customer depot safety requirements.
- Adhere to all safety procedures are followed.
- Where a scheduled job is not safe, the direct line manager is to be contacted immediately.

WORKING RELATIONSHIPS

- Primarily reports to the relevant Store Manager, but in some cases will report to a Service Manager.
- Works closely with all other store employees.

QUALIFICATIONS AND EXPERIENCE

- Has completed and been assessed as competent in AUR21913 Certificate II Tyre Servicing (light and heavy).
- Has been assessed as competent in the fitment of PSR, 4X4, Light Truck and TBR.
- A satisfactory level of relevant experience within the tyre industry.
- The willingness to be trained.
- Good communication skills (verbally and in writing).
- A good understanding of relevant health and safety regulations to ensure their ability to work in a safe manner.
- The ability to listen and follow instruction, procedures and work unsupervised.
- Must hold a current driver's license suitable for our company vehicles.
- Must be able to work in a team environment or autonomously.
- Must be willing to follow direction.
- Must possess honesty and integrity.
- Good time management.