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| |  |  |  | | --- | --- | --- | | **Created:** 09/01/19 | **POSITION DESCRIPTION** | **Revised:** N/A | | **Position Title:** | Lube Technician | **Pay grade:** | | **Team:** | Operations | **Division**: Stores | | **FLSA:** | **Exempt**  **Non-Exempt** | **Job Code:** 2065  **Work Comp Code:**  8380 | | **Reports to (Title):** | Store Manager | **Full Time**  **Part Time** | |
| **PRIMARY OBJECTIVE OF POSITION**  Perform requested services for guests’ vehicles in a safe and efficient manner while providing an outstanding guest service experience. |
| **DUTIES AND RESPONSIBILITIES / ESSENTIAL FUNCTIONS**   * Greet all guests, by name when possible, at the earliest opportunity and welcome them to Jiffy Lube. * Learn about guests’ vehicle, service, and product needs; review manufacturers’ recommendations; and suggest additional services and products when appropriate and beneficial to the guests. * Document and/or input agreed upon service and product instructions from the guests into the appropriate Jiffy Lube systems. * Perform the agreed upon services requested by the guests. * Comply with all company policies and procedures as well as all federal, state, and local employment and environmental laws and regulations. * Remain vigilant regarding the safety of our guests, team members, and yourself. Keep work areas clean and organized. Always follow all safety instructions, use appropriate PPE, and immediately correct or report any unsafe situation to management. * Ensure the guests’ comfort while they are waiting for their services to be performed. * Keep the guests informed of the progress and estimated completion time of their requested services and answer any questions they may have. * Immediately inform management regarding any questions, issues, or problems that cannot easily be answered as well as when a guest expresses dissatisfaction with our services. * Accept payment from the guests and invite them back to visit us again. * Maintain a positive attitude, a clean uniform, and always demonstrate a strong work ethic. Contribute to the professionalism and the upbeat environment of the store. * Adhere to a culture of integrity, honesty, and high ethics in all aspects of the business. Protect the assets of the company as if they were your own. Immediately alert management if a violation of our Standards of Conduct policy is discovered. * Immediately report any identified maintenance needs for the building, the equipment, or computer/POS systems to management. * Immediately report any personal, team member, or guest injuries to management. * Follow the assigned work schedule and always alert management as far in advance as possible when requesting days off work. * Complete the prescribed Jiffy Lube training program and assist with training and mentoring newer team members. * Provide feedback and insight to store management when you identify opportunities to improve store performance, safety, profitability, or guest service. * Communicate in a clear and timely manner to team members and guests in an environment that may be loud and filled with frequent distractions. * Assist other team members, stores or locations as needed or requested. * Various additional duties as assigned.   **Specific Lube Technician Operational Duties may include:**  **Curbside Marketing Duties:**   * Hold advertising signs * Wear a sandwich board * Engage in various additional forms of curbside marketing outside of the store to safely and enthusiastically attract guests for the immediate purchase of an oil change.   **Courtesy Duties:**   * Greet guests and escort them to the lounge * Drive guest vehicles * Place all protective equipment on the vehicle * Assist in a complete check of guest lights * Vacuum the complete interior of the vehicle and discard obvious trash * Thoroughly clean the exterior windows of the vehicle.   **Upper Bay** **Duties:**   * Guide guest’s vehicle safely into and out of the bay area * Check all fluid levels * Verify the correct oil filter application * Check and adjust all tire air pressure levels to ensure proper inflation * Install, rotate, and/or repair vehicle tires * Complete ancillary services requested by the guest * Observe the lower bay quality inspection * Perform the upper bay quality inspection   **Lower Bay** **Duties**:   * Complete the under-vehicle inspection * Drain old oil and remove old filter * Install new oil drain plug and new oil filter * Wipe the fittings and lubricate * Check and fill gearboxes * Report under vehicle status to upper bay * Observe under carriage of the vehicle after the engine has been started to ensure there are no leaks * Perform lower bay quality inspection.   **State Inspection** **Duties** (following certification):   * Where applicable, pass the state issued background check and attend the state inspection training class to obtain a certification. * Perform state specified inspections on vehicles which may include all aspects of safety and emissions of the vehicle * Adhere to the Stonebriar Inspector Agreement and Code of Conduct   **Guest Service** **Advisor Duties** (following certification):   * Gather and input guest and maintenance information into the computer * Review oil options, vehicle manufacturer service recommendations, previous services, report on conditions to the guest and recap guest requested services with pricing and answer any questions * Review invoiced items with the guest, accept payment for services, inform guest of value-added items and offer an invitation to return   **Team Lead** **Duties** (following certification):   * Ensure the team is working in an efficient, productive manner. * Complete checkpoints screen for each vehicle serviced * Monitor workflow and make adjustments as required. * Ensure compliance with JTSS procedures and guidelines * Utilize role play / practice during downtime and coach and inform teammates by providing feedback on performance   **SUPERVISORY RESPONSIBILITIES:**  Yes  No |
| *To perform this job successfully, an individual must be able to perform each essential performance requirement satisfactorily. The qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*  **QUALIFICATIONS:**  **EDUCATION, SKILLS, AND CERTIFICATIONS**  Minimum:   * Valid and current Driver’s license * Speak, read, and write English   Preferred:   * A High School Diploma or GED * OSHA certifications * ASE Certifications   **EXPERIENCE**  Minimum:   * No minimum experience requirement   Preferred:   * A stable employment history in a retail and/or automotive service environment |
| **WORK ENVIRONMENT AND PHYSICAL DEMANDS**  **Vision:** Use vision to read, write, type, and operate equipment.  **Speaking/Hearing:** Give and receive information through speaking and hearing.  **Motor Coordination:** Requires hands to operate equipment such as (but not limited to) overhead and floor mounted oil and grease guns, transmission jack, air conditioner service machine, differential pump, hand tools, radiator service machine, transmission service machine, tire rotation equipment, computer, telephone, customer vehicles, and POS.  **Physical Abilities:** Must be able to push, pull, bend at the knees and waist, lift, twist body at the waist, raise and hold arms overhead, turn head-neck-shoulders as needed, climb steps, grasp and hold tools and other items with hands - all of this for either extended periods of time or many times throughout a typical shift.  **Lift/Carry:** Regularly lift, push, and move up to 75lbs.  **Environment:** Store environments may be dusty, contain sharp edges, include areas that are not well lit, the floor may be slippery, uneven, or cracked, frequent loud noises, and the facility will be subject to wide and extreme variations in temperature.  *This job description includes the essential functions of the job that an incumbent must be able to perform with or without reasonable accommodation. This document does not create an employment contract, implied or otherwise. The Company maintains “at will” employment. This job description is subject to review and may be revised or updated at any time at management’s discretion.* ACKNOWLEDGEMENT Sign below to acknowledge that you have read the preceding job description, you understand the job description, you are able to meet the physical demands of the job, and you are aware the requirements of the job will change from time to time with or without notice.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Print Name Last 4 of Social Security Number  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature Date |