

## POSITION DESCRIPTION: Mechanical Inspector

<b>Approval Date</b>	November 2019		
<b>Business Unit</b>	Cars	<b>Location</b>	Auckland
<b>Reporting to</b>	Northern Region Auto Inspect Manager	<b>Direct Report</b>	Nil

### Job Purpose

The Mechanical Inspector will operate as a member of the Auckland Branch team. The key purpose of this role is to ensure that all mechanical inspections are completed to ensure safety and roadworthiness as well as completing all supporting administration documentation.

The role will involve;

- Accurate and timely data entry of vehicles into relevant computer systems
- Providing a high standard of inspections to Turners customers
- Ensuring that all reporting is timely and accurate
- Ensuring a high level of customer service is provided at all times
- Maintain and continuously improve Turners inspection services in compliance with the International Inspection body standard, ISO/IEC 17020

### Company Values

The Mechanical Inspector will be expected to operate in line with our company values which are:

- Integrity – do the “right” thing
- Team – together we are up for it
- Customer driven – put yourself in their shoes
- Passion – an “anything is possible” attitude

### Relationships

Internal	External
<ul style="list-style-type: none"> <li>• Branch Manager</li> <li>• Operations Manager</li> <li>• Other Branch Managers and their staff</li> <li>• National Accounts Managers</li> <li>• Other key company staff</li> </ul>	<ul style="list-style-type: none"> <li>• External customers</li> <li>• Dealers</li> <li>• Suppliers</li> <li>• and other stakeholders</li> </ul>

### Key Accountabilities

Accountabilities	Performance Measures
<b>Customer Service</b>	
<ul style="list-style-type: none"> <li>• Develop and maintain a set of mutually beneficial networks and relationships by providing value to Turners internal staff, customers, and other key external parties, which assists in understanding customer needs and ensuring our focus on providing a consistent and excellent customer experience is well based.</li> </ul>	<ul style="list-style-type: none"> <li>• Positive feedback received.</li> </ul>

Accountabilities	Performance Measures
<b>Mechanical Inspections</b>	
<ul style="list-style-type: none"> <li>Undertake mechanical inspections as per Turners requirements, accurately completing all associated documentation.</li> <li>To complete the vehicle receiving process when vehicles are dropped off by lease customers or transporters.</li> </ul>	<ul style="list-style-type: none"> <li>Meet standards as determined by the Branch Manager or their representative.</li> <li>Number of inspections carried out</li> <li>Timeliness and quality of services.</li> <li>Accuracy of inspections and related data.</li> </ul>
<b>Personal development</b>	
<ul style="list-style-type: none"> <li>Attends relevant and value adding professional courses and programs in consultation with the manager.</li> </ul>	<ul style="list-style-type: none"> <li>Achieve required growth and maintenance of contemporary knowledge, as determined in discussion with, and by the manager.</li> </ul>
<b>Health and Safety</b>	
<ul style="list-style-type: none"> <li>Ensures own safety and the safety of others around Turners businesses.</li> <li>Follows all Turners and 'best practice' safe work procedures, practices and instructions.</li> <li>Immediately/promptly reports all work related hazards, accidents, incidents, near miss, injuries and illness.</li> <li>Ensures their work area is free of potential hazards.</li> </ul>	<ul style="list-style-type: none"> <li>Meet standards as determined by the Manager, and/or the Turners H&amp;S Officer.</li> </ul>
<b>General</b>	
<ul style="list-style-type: none"> <li>Any other duties as and when required to ensure continuity of business.</li> <li>Undertake all special assignment work, projects, and all other tasks as requested.</li> </ul>	<ul style="list-style-type: none"> <li>Carry out such duties in a timely, accurate manner and in accordance with the organisation's policies and procedures.</li> <li>Achieve required contribution and standards as determined by the Manager.</li> </ul>

## Qualifications and Experience

### Essential

- NCEA Level 1 English and Maths or equivalent
- Previous experience in undertaking high volume mechanical inspections
- Computer literacy
- Basic Microsoft Office in Outlook, Word and Excel

### Specific Requirements

- Workplace First Aid Certificate (Preferred)
- Legal right to work in NZ as defined by Immigration NZ
- Driver License

## Competencies

- Communication Skills (Verbal)** – Orally communicates ideas, instructions, and information so that they are clearly understood by others in formal or informal situations
- Communications Skills (Written)** – Writes clear, concise, and grammatically correct presentations, that others can easily understand
- Initiative** – A bias for taking action, making decisions and proactively doing things for both current and future opportunities.

- **Interacting with People** – Relates well with people from a wide variety of backgrounds.
- **Managing Up** – Demonstrates the ability to effectively manage upward through recognising when it involves one's manager, what type and amount of information to share, and how best to implement goals and objectives
- **Networking** – Builds strong working relationships with others outside one's team to enlist the support of both people and resources to complete tasks
- **Personal Work Standards** – Establishes high personal work standards and works to achieve them because of high internal motivation
- **Customer Service** – Understands the requirements of customer service and has the ability to maintain a high level of customer contact to meet servicing requirements of the role. Ability to handle enquires from customers
- **Adaptability** – Responds positively to change. Maintains effectiveness when confronted with new work situations or the uncertainty and ambiguity that comes with change. Is open to new ideas, assignments and approaches.
- **General Business** – understands basic business principles in conducting one's duties (e.g. the importance of providing excellent customer service for commercial survival and profit) and applies the knowledge to achieve objectives.
- **Information Gathering** – Asks the appropriate questions and gathers necessary information which guarantees that all relevant facts will be considered before a decision is made or an action is initiated.
- **Organising and Planning** – Organises and plans work in advance, deciding on the most efficient or convenient manner in which to do assigned tasks or projects
- **Problem Solving** – Understands the factors/forces that shape customer (internal and external) needs (including private and institutional customers), easily comprehends the customer's position and finds innovative and cost effective solutions to problems.
- **Quality Control Analysis** – Conducting inspections of vehicles, services, or processes to evaluate quality or performance.

## Terms of Employment

The terms of appointment will be subject to a permanent individual employment agreement, and annual performance objectives and standards which will be discussed with, and set by the Manager or their representative.

The position description is valid upon sign off by the Manager their representative, and acceptance of the position by the employee. This position description remains a dynamic document and may be reviewed from time to time by the Manager their representative, as the requirements of, and other aspects impacting on, the role change.

### Agreed

#### Employee

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

#### Manager

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_