Qualified HGV Service Technician, WG Davies, Cardiff

WG Davies Ltd (MAN Truck and Bus Uk) - Newlands Road, Wentloog Corporate Park, Cardiff, CF3 2EU

Pay: Competitive rates depending on experience

You will be working for a highly successful, well-established family run business which will demonstrate an appreciation for your skills and provide realistic opportunities for career development. MAN specific dealer training will be provided along with other industry requirements.

This is a full-time position 40-hours per week Monday to Friday on a shift basis 6.00am – 2.30pm and 2.00pm – 10.30pm, with overtime working every other Saturday (rota basis) plus call out allowance and performance-based bonus.

Here at WG Davies, we are a family. Our leadership team is approachable, flexible and most importantly supportive - the door is always open!

The ideal applicant must be fully qualified and have at least 3 years + in HGV & Trailer Servicing, MOT preparation and knowledge of diagnostic testing and repair.

Job description:

- To correctly interpret instructions from the job card/repair order, to follow all documented quality procedures and to comply with repair instructions and stipulated settings and tolerances from manufacturers' manuals, bulletins, check-sheets, etc.; to request and attend training, and to keep abreast of the latest technical information which is circulated or displayed.
- Check and test all work done to the highest possible standards in order to ensure the maximum utilisation of time available. To report any repair difficulties immediately.
- To accurately report and record work done, and tests carried out and to immediately report any further work required or vehicle faults, as laid down in documented procedures.
- To immediately report any loss, shortage, damage or malfunction of tools and equipment or if any additional tools or equipment are required to complete the repair.
- To advise the parts department of the parts that are necessary for the repair at the earliest opportunity and to only withdraw and fit those parts that are essential for the stated repair. To record the volumes of lubricants and consumables used on each repair.
- To ensure that all displaced parts used on contract maintenance or warranty to be labelled and stored in quarantine areas, as required by documented procedures.
- To protect and take care of customers' and the company's property. To drive and road test vehicles if licensed to do so by following documented procedures and taking the utmost care.
- To maintain allocated work areas in a clean and tidy condition and replace tooling equipment immediately upon the completion of each repair. To ensure that all guidelines on health and safety are followed.

Person Specification:

- City & Guilds or NVQ Level 1, 2 & 3 qualified HGV Technician.
- Proven experience of repairing and maintaining HGV vehicles - preferably dealership experience.
- HGV licence is an advantage.
- IRTEC accreditation desirable but not essential.
- Demonstrate a commitment to the achievement of company goals and targets.
- Ability to work within guidelines given.
- Be proactive and maintain an outstanding level of service.
- Be able to demonstrate excellent organisational and time management skills.
- Be ICT Proficient - previous experience of using a range of software packages is desirable.

- Be able to work well under pressure, in a busy, fast-paced environment.
- Provide excellent administrative support to the service and parts departments and be willing to liaise with all team members, with customer satisfaction in mind.
- Ability to actively seek solutions to problems.
- Good verbal and written communication skills.
- Flexibility to undertake a wide range of tasks.
- Awareness and understanding of health and safety requirements.

Benefits:

- Company pension
- Employee discount
- Free parking
- On-site parking
- Referral programme

Experience:

- Mechanical engineering: 3 years (required)

Licence/Certification:

- Driving Licence (required)

Work Location: In person