



Job Description

Position: Service Technician

Reports to: Service Manager

Job Purpose

- Promote BMW Standards & Best Practices.
- Diagnose, repair & maintain BMW motorcycles in accordance with BMW factory & dealership standards.
- Promote & attain BMW standards for superior workmanship.

Position Requirements

- Excellent communication, organization, and time management skills.
- Ability to read & comprehend instructions & information.
- Technically knowledgeable, experienced, or trainable on BMW product line.
- Good analytical & problem-solving skills
- Basic mechanical skills
- Good manual dexterity
- Ability to speak & read well
- Ability to learn & apply new information, tools & technologies without expending excessive resources or time.

Departmental Responsibilities

- Performing work as described on repair order with efficiency & accuracy, in accordance with BMW factory & dealership standards.
- Diagnosing the cause of motorcycle malfunctions & recommending/performing appropriate repairs.
- Examining motorcycle to identify necessary repair or maintenance items that may not be included on the repair order.
- Communicating these additional necessary repairs to the Service Advisor
- Notifying Service Advisor immediately if additional work is needed, if work outlined on repair order is not needed, or if repairs cannot be completed by the time promised.
- Clearly & accurately documenting all work performed.
- Road testing vehicles as required.
- Understanding & following federal, state & local regulations, such as those governing the disposal of hazardous wastes.
- Maintaining the order & cleanliness of work areas.
- Ability to account for all BMW dealership-owned tools at all times.
- Meeting all requirements of state & federal laws dealing with automobile repair & consumer protection.
- Completing tasks on schedule.
- Accepting accountability for work results.
- Understanding & following all safety rules & guidelines.

BMW Motorcycles of Western Oregon

BMW Motorcycles of Western Oregon, Eugene

Address
2891 W 11th Ave
Eugene OR 97402

GPS Coordinates
N 44° 02.878'
W 123° 08.114'

Phone
541.338.0269

Fax
541.338.0270

BMW Motorcycles of Western Oregon, Tigard

Address
12010 SW Garden Pl
Tigard OR 97223

GPS Coordinates
N 45° 25.987'
W 122° 45.673'

Phone
503.597.7097

Fax
503.597.7098

Website
www.bmwor.com

- Accepting additional or different tasks when circumstances change (i.e.: emergencies, changes in personnel, work load, rush jobs, new technologies, etc.).

Interdepartmental Responsibilities

- Working cooperatively with all departments & personnel.
- Communicating with the Parts Department staff to obtain needed parts for repairs.

Staff Meeting Responsibilities

- Attending weekly staff meeting.
- Being prepared to provide constructive input during weekly staff meetings.

Educational Responsibilities

- Attending & successfully completing factory training as required by BMW factory or dealership.
- Keeping up to date of factory technical bulletins.
- Following warranty material disposal procedures.

Personal Responsibilities

- Identifying short term (1 year) & long term (3 & 5 year) professional development goals related to this position.



Accepted by _____ Date _____
Employee

Approved by _____ Date _____
Supervisor