

Tire Technician Job Description

Updated 12/16/10

<p>The Dunn Tire Way</p> <ul style="list-style-type: none"> <input type="checkbox"/> Work Collaboratively between departments and locations to share appropriate information and deliver the best products/services <input type="checkbox"/> Quickly address individuals who hinder our ability to do Dunn Tire behaviors. <input type="checkbox"/> Always demonstrate respect and appreciation when working with others. <input type="checkbox"/> Openly and transparently communicate throughout the company and between locations. 	<p>The People Business</p> <ul style="list-style-type: none"> <input type="checkbox"/> Greet customers with a friendly smile (and voice) and thank them for their business. <input type="checkbox"/> Have a sense of urgency in customer interactions <input type="checkbox"/> Communicate expectations and follow up to ensure delivery of promises. <input type="checkbox"/> Engage in friendly, good-natured interactions with co-workers and customers. <input type="checkbox"/> Demonstrate the ability to relate to co-worker and customer situations when identifying and addressing their needs. 	<p>Building Trust</p> <ul style="list-style-type: none"> <input type="checkbox"/> Take accountability for mistakes and learn from them. <input type="checkbox"/> Talk positively about Dunn Tire to each other and our customers. <input type="checkbox"/> Say what we believe to be true, not just what others want to hear, and do so in a respectful, thoughtful, and timely manner.
<p>Lead By Example</p> <ul style="list-style-type: none"> <input type="checkbox"/> Communicate clear and measurable goals, work to achieve them, and hold ourselves accountable. <input type="checkbox"/> Consistently communicate successes and business updates with employees. <input type="checkbox"/> Listen to and learn from others. <input type="checkbox"/> Do what we say we will in the timeframe established. 	<p>Dunn Right</p> <ul style="list-style-type: none"> <input type="checkbox"/> Be open to and continuously look for change when it is in the best interest of the company and/or customer. <input type="checkbox"/> Prioritize employee and customer needs and work with appropriate urgency while remaining committed to top quality. <input type="checkbox"/> Consistently adhere to and follow company guidelines. 	<p>The Tire Pros</p> <ul style="list-style-type: none"> <input type="checkbox"/> Proactively learn and share knowledge and best practices with employees and customers. <input type="checkbox"/> Explain options to others in ways that they can easily understand. <input type="checkbox"/> Go above and beyond to help others.

Job Description & Statement of Understanding:

You are a Tire Technician. You will be providing tire related services in a Dunn Tire retail store. These services include (not limited to) Mounting, Balancing, Rotating and Repair of passenger tires. In addition, you will participate in the maintenance (cleaning, inventory etc) of the entire building. You will report to the Store Manager, Assistant Store Manager or Service Manager.

1. Confidentiality Agreement with regard to compensation & privileged information.
2. You are expected to continually grow in you capabilities in order to do a better job. You are also expected to expand your knowledge of other jobs if you want to be promoted with the organization.
3. It is mandatory that you maintain a valid driver’s license. Any change in status must be reported to your manager.
4. Be ready to work your shift 10 minutes prior to your start time and be available to work overtime.
5. Be courteous to customers at all time (no foul language or swearing).
6. Follow all Dunn Tire procedures as outlined in the Service Team training program (Double check, safety glasses, and work boots).
7. Appearance according to Dunn Tire grooming standards. Must wear clean uniform, Dunn hat must be worn properly, shirts tucked in, clean-shaven. Beard/mustache should be neatly trimmed. No jewelry.
8. Must be able to repeatedly lift 50 lbs. Approximately 5 feet off the ground.
9. Must be able to bend at the knees, and flexible enough to work in awkward positions.
10. Must be able to climb ladders to a height of 12 feet.
11. Must be able to stand and work on your feet for extended periods of time.
12. Must be able tolerate fluctuations in temperature and humidity.
13. Must be able to work with hands and have the manual dexterity to use misc. hand tools (i.e. hammer, screwdriver etc.).
14. Help with the Warehouse, Equipment, and Shop maintenance.
15. Smoking is not permitted in any Dunn Tire Facility.

Employee Signature

____/____/____
Date