### Panel Job Description

### **(XXX Company Name)**

### **Job Profile and Key Performance Areas**

**JOB TITLE: Bodyshop Panel Technician**

**REPORTS TO: Bodyshop Manager**

## MAIN PURPOSE OF JOB

* To undertake repair work on all makes of motor vehicles in a safe and economical manner, achieving the highest-possible standards of workmanship.
* To work effectively within the bodyshop team to ensure industry-leading standards of customer care and satisfaction at all times.

**JOB PROFILE & KEY PERFORMANCE AREAS**

**Operating Controls**

Ensure the accurate and timely completion of administration and operational tasks. Strive to achieve a consistently high level of customer satisfaction through outstanding personal and professional conduct.

**Policies and Practices**

Greet all customers and visitors promptly, courteously, and professionally. Ensure all environmental, Health & Safety and other Company policies and practices are strictly adhered to, operating within the law at all times.

**Communication**

Develop and maintain professional and positive working relationships with Company colleagues, customers, suppliers and external representatives, where appropriate.

**Personal Criteria**

Display a positive attitude, supporting the Company’s reputation for excellence through high standards of personal behaviour, including appropriate dress code. Assess own performance and effectiveness and undertake personal development activities.

### **KEY PERFORMANCE AREAS / STANDARDS OF PERFORMANCE**

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| Operating Controls | | |
| **Key Performance Area** | **Standard of Performance** | **Measurement** |
| 1. Ensure all job times; materials, labour and costings are recorded accurately and in full. Ensure replacement orders are made. | Per job | LM  Job Cards |
| 1. Ensure all work is carried out accurately and to the highest-possible quality standards, complying with and safety directives. Report defects or faults to LM. | 100%  Ongoing | LM  Ad-hoc inspections |
| 1. Ensure the correct tools, parts and materials are used on each job to ensure customer satisfaction. | 100%  Ongoing | LM PDR |
| 1. Ensure correct protection for customer vehicles and contents before work commences. | 100%  Per vehicle | LM  Monthly spot check |
| 1. Be aware of current department processes and suggest improvements to increase efficiency and service. | Ongoing | LM |
| 1. Support the development and implementation of strategies to improve profitability and efficiency. | 100% Ongoing. | LM PDR |
| 1. Meet all deadlines as set by Line Manager and company procedures. | 100%  Ongoing | LM PDR |

LM = Line Manager

PDR = Performance Development Review

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| Policies & Practices | | |
| **Key Performance Area** | **Standard of Performance** | **Measurement** |
| 1. Adhere to all Health & Safety, environmental and Company policies and procedures, including the wearing of protective clothing, where appropriate. | 100% Ongoing | LM H&S Manual |
| 1. Engage with all customers and visitors promptly, professionally and courteously, at all times. Follow Company policies and reporting procedures when faced with a customer complaint. | 100% Ongoing | LM PDR |
| 1. Support and assist Line Manager in achieving the Department and Company objectives. | 100% Ongoing | LM PDR |
| 1. Ensure all customer transactions and queries are handled promptly and efficiently. | 100% | LM PDR |
| 1. Monitor the quality of parts and/or materials used to ensure the highest levels of customer satisfaction. If applicable, check the condition and safety of tools, equipment, appliances and materials, and ensure correct maintenance and calibration. | 100% Monthly Ongoing | LM PDR |
| 1. Ensure the bodyshop presents the best possible image to customers and the public by maintaining a tidy, professional and welcoming environment. | 100% Ongoing | LM PDR |
| 1. Be aware of, and support, relevant promotional, marketing and prospecting activities. | 100% Ongoing. | LM PDR |
| 1. When applicable, use computerised systems efficiently to access and input information. Ensure all handwritten documents are legible and accurate. | 100%  Ongoing | LM PDR |
| 1. Ensure that requests for holidays are taken in line with Company policy, and that holidays are taken only with prior Line Manager authorisation. | 4 weeks notice | LM PDR |
| 1. Operate within the law and other relevant professional codes at all times. | 100% | LM |

LM = Line Manager

PDR = Performance Development Review

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| Communication | | |
| **Key Performance Area** | **Standard of Performance** | **Measurement** |
| 1. Develop and maintain professional, positive working relationships with all colleagues and visitors and, when appropriate, external representatives and suppliers. | 100% Ongoing | LM PDR |
| 1. Communicate progress against agreed objectives to LM. Discuss concerns with LM. | Regular  meetings | LM PDR |
| 1. Be aware of team and Company news and objectives, and relevant new product information. | 100% Ongoing | LM PDR |
| 1. Be part of a “share best practice” policy within the department and Company | Ongoing | LM PDR |

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| Personal Criteria | | |
| **Key Performance Area** | **Standard of Performance** | **Measurement** |
| 1. Contribute fully to Company initiatives, projects and processes, and support positively the aims and ambitions of the Company. | 100% Ongoing | LM PDR |
| 1. Respond positively to beneficial change. | 100% Ongoing | LM PDR |
| 1. Undertake Performance Development Reviews with Line Manager. | Half Yearly | LM PDR |
| 1. Perform duties professionally, punctually and courteously at all times. Plan ahead to make the best use of available time. | 100% Ongoing | LM PDR |
| 1. Enhance the Company’s reputation for outstanding professional and personal service through high standards of personal behaviour, including appropriate dress code. | 100% Ongoing | LM PDR |
| 1. Adopt and promote a positive attitude at all times. | 100% Ongoing | LM PDR |
| 1. React calmly and effectively in unplanned situations. | 100% Ongoing | LM PDR |
| 1. Assess own performance and set personal objectives, including ongoing development and skills training. | 100% Ongoing | LM PDR |
| 1. Attend Company-instigated training activities. | 100% Ongoing | LM PDR |

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| **Confirmation and Acceptance** | |
| Sign and return a copy of this document to your Line Manager or designated manager | |
| **I confirm that I have read, understood and accepted the  Job Profile and Key Performance Areas for this position** | |
| Name of employee | …………………………………………………………………….. |
| Signature of employee | …………………………………………………………………….. |
| Date of signature | …………………………………………………………………….. |
| Line Manager name | …………………………………………………………………….. |
| Line Manager position | …………………………………………………………………….. |