



JOB DESCRIPTION

Automotive Glass Technician

First Response Glass Ltd. is committed to providing Victoria's car owners, home owners and building contractors with the highest quality workmanship and our outstanding, personal customer service... hassle free...we fix it! As a small business, each member of our team is critical to making sure that we can continue to grow and succeed for the long term.

At First Response Glass, our Auto Glass Technician works on site and in the shop cutting and installing glass into a large diversity of vehicles. Committed to customer satisfaction, an Auto Glass Technician strives to complete every job in a timely manner with the highest level of quality. In addition, a Technician assists the Shop Foreman as he trains and motivates the apprentices. An Auto Glass Technician is also committed to a safe and clean work environment and does their part to ensure shop cleanliness. The duties of an Auto Glass Technician include:

- Maintaining shop cleanliness and safety.
- Ordering shop supplies, miscellaneous materials, and auto glass parts; and performing part searches.
- Resolving automotive customer complaints and managing customer relations.
- Cutting glass on site and in the shop.
- Any other duties to help out the First Response team and our customers.

Every member of the team at First Response Glass is committed to:

Safety - every job, all the time, no exceptions.

Customer Service - outstanding, personal, hassle free; we are upbeat, friendly and nice to be around.

Workmanship - the highest quality.

Teamwork - we help each other out, we respect each other.

Signed by: _____ Date: _____