

Position Description

Vacancy Title: **Panel Technician**

Location:

Reports To: **None**

Objective

The Panel Technician ensures damaged body panels and trim are reformed, replaced, or refinished to restore vehicles to 'like new' condition, combining skills, experience, and Toyota processes, reports to Panel Manager.

Outcomes

Organisational Stakeholders

1. Finance

- Security maintained at the highest level of all workshop assets such as tooling and equipment and paint and material stock.

2. Business Process

- Jobs completed right the first time. Fix-It-Right adhered to.
- All protective equipment used to maintain cleanliness and protection of the customer's vehicle.
- All customer requests on the repair order completed to a high-quality standard. Fix-It-Right.
- All repair orders completed within the time allotted, additional repair items found during a repair advised to the Team Leader.
- Inspection of all work completed requested from Team Leader. Fix-It-Right adhered to.
- Daily clocking practices maintained accurately by clocking on and off every repair order, including changing of jobs on the R/O.
- Clear accurate account of all work performed written down onto the repair order and all parts, paint, and materials used reported.
- Work area kept clean and tidy at all times.

3. Learning & Growth

- Training program attended as per Training calendar.
- KAM account service delivery reviewed and improved.

4. Customer Service

- Total Customer Satisfaction ensured at all times.
- All customer vehicles and belongings treated with care.
- Total customer satisfaction contributed by proper carrying out of all body and paint repairs allocated on a daily basis. Fix-It-Right adhered to.

5. Tasks

- Labour sales and parts sales per R/O increased.
- Body and paint repairs carried out with zero comebacks.
- All repair orders completed within the time allocated.
- Monthly productivity and efficiency targets achieved.
- Fix-It-Right adhered to the first time.
- All customer's vehicles and belongings treated with care.
- Knowledge increased throughout each year of employment within TSO skill development programs.

Responsibilities - Key Competencies

Competence	Description
Business	
Risk Management	Analyse and manage risk.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Quality Focus	Deliver quality.
Professional	

Competence	Description
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Operational	
Equipment Operation	Control the operation of specialised equipment, plant or vehicles to satisfy the demands of the assignment.
Health and Safety	Establish and maintain a safe and healthy work environment.

Qualifications

Qualification	Discipline	Notes
Preferred		
Certificate	Technical specialisation	Certified Panel Technician or holder of relevant trade qualification.

Work Knowledge and Experience

- Minimum of 5 years hands-on experience in automotive bodywork and paint repair.
- Knowledge of panel beating, dent removal, surface preparation, and refinishing techniques.
- Familiarity with modern repair tools, equipment, and safety procedures.
- Strong attention to detail and ability to maintain high standards of finish.
- Effective communication skills and a customer-focused approach.

Requirements

Regulatory Compliance Requirements

- None specified

Other Required Requirements

- PHYSICAL DEMANDS
- Work is performed in a workshop environment.

Interactions

Type	Interaction	Comments
Internal		
	Team Leader	
External		
	Customers	

Attributes

Behavioural Styles

- Achiever: Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
- Detail oriented: Attends to the small elements of a task/activity, ensuring completeness and accuracy.
- Reliable: Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

- Team Oriented: Enjoys being with others as part of a group or team.
- Consensus seeker: Works to achieve group solidarity and general agreement and harmony.
- Perceptive: Shows keen insight and understanding of issues or situations.

Thinking Styles

- Disciplined/Systematic: Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
- Well organised: Controls tasks in a well thought out and critical manner.
- Conscientious: Demonstrates a sense of right and wrong and a personal obligation to do the right thing.

How To Apply

To apply, please submit your application online using the provided link or QR code. Your application must include a cover letter addressing the key selection criteria, a current CV, and the contact details of three professional referees who are not related to you.

Contact for Enquiries

Contact Name: Salote Nasome

Contact Email: snasome@maxumise.com

Further Contact Information: --

Closing Date: 13 Jun 2025