

## Terms of Reference for Service Engineer, Toyota Division

<b>Position Title</b>	: Service Engineer
<b>Grade</b>	: 7
<b>Pay and Allowance</b>	:27,300-685-47,850(Basic Pay)+20% Corporate Allowance on basic pay  : Other Benefits: Other entitlements such as PBVA, Bonus are as per STCBL Service rules.
<b>Type of Employment</b>	:Regular
<b>Reporting</b>	:HOD, Toyota Division
<b>Qualification and Experience</b>	:BE(Mechanical/ Automobile)
<b>Duties and responsibilities and accountability</b>	<ul style="list-style-type: none"> <li>• Analyze current procedures and activities to identify and present opportunities for improvement of the service center.</li> <li>• Monitor workflows in case of team members being absent, holidays, sickens, etc.</li> <li>• Monitor and develop SOP to review customer service orders and inspect the quality of technicians repair before release of vehicles.</li> <li>• Review work orders to ensure that all actions have been documented accordingly to policies and procedures.</li> <li>• Initiate customer retention policy and program to improve revenue.</li> <li>• Maintain communication with head and share new ideas that may contribute to improve workshop operations.</li> <li>• Work with head of division to investigate customer complaints and concerns arising from products and suggest appropriate solutions. Discuss with team to identify appropriate course of action.</li> <li>• Receive and review feedback from customers and follow up to ensure customers satisfaction.</li> </ul>