

Alignment Technician

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 an Alignment Mechanic and will be responsible for doing Mechanical Work/Repairs (see list below). You report to the Store Manager or Assistant Manager.

1. Confidentiality Agreement with regard to compensation & privileged information.
2. Follow Dunn Tire grooming standards as outlined in the company handbook.
3. Follow all procedures as outlined in the Dunn Tire Handbook.
4. Must be able to repeatedly lift 50 lbs. Approximately 5 feet off the ground.
5. Must be able to bend at the knees, and flexible enough to work in awkward positions.
6. Must be able to climb ladders to a height of 12 feet.
7. Must be able to at times tolerate fluctuations in temperature and humidity.
8. Must be able to work with hands and have the manual dexterity to use hand tools (i.e. hammer, screwdriver etc.).
9. It is mandatory that you maintain a valid driver's license. Any change in status must be reported to your manager.
10. Provide your own tools (safety, maintenance & upkeep of your tools are your responsibility).
11. Maintain shop equipment.
12. Maintain alignment sales sheet on a daily basis.
13. Maintain parts inventory with management.
14. Available to mount, balance, rotate, and do flat repairs on tires as requested by management.
15. Actively pursue free alignment checks when time allows.
16. Pre-road test every vehicle with customer approval.
17. Communicate & receive authorization from the customer prior to any work being performed.

18. The Wheel Alignment & services listed below are offered to accent our tire business. You are not authorized to do work that is not itemized below.

- Shims
- Cam Bushings
- Steering Linkage Components
- Suspension Components
- Shocks & Struts
- NYS/PA Inspections
- Headlamps & bulbs, wiper blades, linkage, wiper motors, drive belts, pensioners, brake linings, emergency cables, hydraulic parts & lines, Wheel fasteners
- Batteries including mounting hardware & cable ends, power steering, pumps & hoses.
- Fuel Injection Service
- Exhaust (behind converter only)
- Serpentine Belts
- Oil Changes

19. Perform required work in a timely fashion.

20. Honor the Dunn Tire Ethics Code.

Employee Signature

____/____/____
Date