**Basic job skills: Motor vehicle mechanic**

**Tasks for the motor vehicle mechanic:**

• carry out servicing and repairs of cars

• assess the equipment, material and time required to carry out a job

• document work quality and non-conformities

• consult technical reference material, work orders and drawings in the planning and execution of service and repairs

• handle enquiries and complaints from customers and suppliers

**Reading**

**On a daily basis the motor vehicle mechanic will:**

• read work orders

• read information from different manufacturers to find procedures and guidelines

• read work drawings

• read information when ordering and receiving goods

• read damage reports

• read information in technical reference material, operating manuals etc.

• read and understand written messages from colleagues and supervisors

**Regularly the motor vehicle mechanic will:**

• read shift schedules

• read safety data sheets

• check stocks

• read garage manuals

• read shelf labels to find the correct parts

• read messages and emails

**Occasionally the motor vehicle mechanic will:**

• read information from management concerning plans

• read procedures and rules for handling non-conformities

• read information about health, safety and the environment (HSE)

• read training material

• read forms relating to their own employment relationship

• read safety information relating to the use of tools and machinery

• read and interpret emission values

• read information to ensure that the correct oils, fluids and lubricants are used on the vehicles

**Writing**

**On a daily basis the motor vehicle mechanic will:**

• write a log from their own shift

• write notes and reminders to themselves and colleagues

• sign for and register goods received

• write documentation of work performed

**Regularly the motor vehicle mechanic will:**

• fill in forms for non-conformities and incidents

• provide written information and instructions to colleagues and supervisors

• write emails and messages to customers and suppliers

• fill in forms for approval of completed period roadworthiness tests

• fill in forms on the components used to document warranties

**Occasionally the motor vehicle mechanic will:**

• fill in and sign packing slips and requisitions

• write down new procedures

• write down measurement results

• take notes and write assignments in connection with courses

• fill in forms and applications relating to the work

• fill in underlying invoice documentation

**Oral skills**

**On a daily basis the motor vehicle mechanic will:**

• receive and respond to inquiries

• communicate the choice of technical solutions

• discuss safety and the environment

• give oral reports on incidents occurring during their own shift

• have conversations with the supervisor and colleagues to coordinate the work

• take part in lunch and break conversations

**Regularly the motor vehicle mechanic will:**

• discuss different solutions with the supervisor and colleagues

• discuss working hours and shift arrangements

• process information from the supervisor and colleagues

• talk to freight forwarding and transport personnel

**Occasionally the motor vehicle mechanic will:**

• receive information about new systems, procedures and products

• participate in training sessions

• receive guidance in correct work postures and techniques

• discuss their own working conditions and training needs with their supervisor

• discuss and provide input to safety and employee representatives

• present various products and promotions to customers

**Numeracy**

**On a daily basis the motor vehicle mechanic will:**

• check that the number of items matches the orders received

• calculate the amount of equipment and material needed for a particular job

• calculate the time required to carry out service and repairs

• calculate repair and service costs

• take readings from various measuring instruments

• understand symbols and product code lists

**Regularly the motor vehicle mechanic will:**

• check packing slips and order confirmations

• prepare cost estimates for customers

• compare prices from different suppliers

• prepare underlying invoice documentation

• fill in timesheets

**Occasionally the motor vehicle mechanic will:**

• check stocks

• prepare package deals for customers

• check their own payslip

**Digital skills**

**On a daily basis the motor vehicle mechanic will:**

• use databases to search for production suggestions and stocks

• print reports and work orders

• use a scanner

• record goods and parts in the system

• use various computer programs

• operate a payment terminal

• use a timekeeping system

• prepare cost estimates and price quotes

• use various tools to find out what is wrong with a car

• use various tools to change the settings of a car

**Regularly the motor vehicle mechanic will:**

• check product information

• send and receive messages and emails

• register goods received

• use a smartphone and tablet with different apps relating to tasks

* use standard office software

**Occasionally the motor vehicle mechanic will:**

• document incidents and non-conformities

• use the websites of various suppliers when ordering goods

• update their knowledge of HSE

• use various digital arenas for collaboration and communication

• stay up to date on ISO approvals

• use social medial to stay up to date and advertise their own business

• check safety and product data sheets

* use various programs for training purposes

• use QR and barcodes