



MOTORCYCLE TECHNICIAN, ENTRY LEVEL Job Description

The following duties for the position listed shall include but not be limited to:

ESSENTIAL FUNCTIONS

- Diagnose and perform common maintenance tasks such as oil changes, tire replacements, and brake inspections according to manufacturer and dealer-approved processes and specifications.
- Under supervision of the Service Manager and experienced technicians, diagnose and repair basic mechanical and electrical issues in customer motorcycles using industry and OEM-specific knowledge, processes, and diagnostic tools.
- Routinely perform and document annual Texas vehicle inspections of customer and inventory sales units in accord with state laws and regulations.
- Serve as primary technician responsible for all pre-delivery inspections (PDI) for inventory motorcycles according to OEM procedures and documentation requirements, including the proper uncrating, assembly, and “make ready” for new Indian and Triumph motorcycles. This function also includes the repair, maintenance, and prep for pre-owned bikes acquired by the dealership thru purchase or trade.
- When appropriate, correctly perform installations of OEM and after-market accessories according to warranty and industry safety standards on customer and sales units.
- Participate in OEM-mandated technician accreditation and training programs as determined by the dealership, authoritatively engaging in new and recurring warranty bulletins, safety recalls, stop-sale notices, and new product trainings.
- Commit to performance benchmarking and improvement through the clocking in and out of all service assignments in dealer systems for the purpose of measuring technician productivity, proficiency, *and efficiency*.
- Provide exceptional customer service by addressing, through skilled communication with service advisors and management, the nature of your diagnoses, resolutions, and customer inquiries.
- Abide by all dealership policies pertaining to the department.
- Any other specific duties deemed necessary for the overall success of the dealership.
- Maintain a positive working relationship with all other employees.
- Always remember that it’s the job of everyone in the dealership to sell the next bike.

QUALIFICATIONS & PHYSICAL REQUIREMENTS

- Demonstrate strong mechanical aptitude through one years or greater level experience in on-road (particularly V-Twin) motorcycle maintenance and repair, preferably in a franchise OEM environment.
- Ability to lift heavy objects (up to 50 lbs) and perform physical tasks such as bending, kneeling, and reaching.



- Comfort working and demonstrating stamina in various environmental conditions, including exposure to noise, fumes, and potentially hazardous materials.
- Possess and carry a valid driver's license with active motorcycle endorsement.
- High school diploma or equivalent required.
- Excellent customer service skills, broadly.

PREFERRED REQUISITES

- Additional previous experience in motorcycle maintenance and repair, including familiarity with dealership product lines, operational systems, and warranty procedures.
- Proficiency in Microsoft 365, Google for Business, Slack, and other common platforms.

This position reports directly to the Service Manager.