

Automotive Service Technician Career Path and Job Expectations

An automotive Service Technician is an important part of a dealership. Technicians interface directly with customers, who trust them to repair their vehicles properly. Customers return to dealerships for future service based on their positive experience and interactions with the Service Department and the technicians.

What education and experience do I need?

To start this career progression, you need to have graduated from a high school or college automotive technology program. Ford offers post secondary programs (MLR- Maintenance & Light Repair, FACT- Ford Accelerated Credential Training, ASSET- Automotive Student Service Education Training) across the country that provide Ford-specific automotive service training.

Find out more at NewFordTech.com. Graduating from one of these programs will provide you a greater chance of being hired by a Ford / Lincoln dealership. Obtaining technician experience through a part time job, co-op, or internship is highly desirable and will strengthen your marketability.

What’s the plan for me?

	Express Service Technician	Service Technician	Service Technician	Service Technician	Team Leader Master Technician Senior Master Technician	Shop Foreman	Service Manager	Service Director
	1 month – 2 years	2– 3 years	3– 4 years	4– 5 years	5 – 10+ years	Years – determined by each dealership based on your goals, job performance and experience		
Job Description	Provide automotive services including maintenance and light repairs.	Provide automotive services by performing all maintenance, diagnosis and repairs on vehicle systems in which you have completed Service Technician Specialty Training.	Provide automotive services by performing all maintenance, diagnosis and repairs on vehicle systems in which you have completed Service Technician Specialty Training.	Provide automotive services by performing all maintenance, diagnosis and repairs on vehicle systems in which you have completed Service Technician Specialty Training.	Become the shop subject matter expert and develop specialties in certain areas. Lead and assign work within a technician team.	Supervise technicians to maintain high quality repair work. Responsible for day-to-day activities of the service process. Provide assistance to technicians on difficult to diagnose vehicle problems.	Manage service department customer satisfaction, employee satisfaction, daily operations, facility, and administration. Monitor data related to each area.	Manage parts and service departments focusing on customer satisfaction, employee development, facilities & business development, and financial performance (productivity, profitability, inventory, turn rate, etc.).
Job Expectations	<ul style="list-style-type: none">• Be on time, work hard• Seek out and use all technical resources to improve your success• Work to continuously improve• Seek experiences that help you learn the automotive business	<ul style="list-style-type: none">• Assist other technicians and seek help when needed• Assist service advisors to resolve customer issues• Contribute toward a team work environment			<ul style="list-style-type: none">• Assist other technicians and seek help when needed• Assist service advisors to resolve customer issues• Contribute toward a team work environment• Practice leadership in your workgroup• Work on difficult to diagnose customer issues and repairs	<ul style="list-style-type: none">• Share feedback and ideas with your manager• Discuss difficult to diagnose problems with other technicians – make a decision together• Listen to what others say• Explain complex technical solutions in a way that’s easy to understand• Demonstrate honesty and act with integrity in your job and workplace relationships• Be customer focused and work to successfully resolve customer issues• Work to gain customer confidence in the dealership		
Training (Certifications)	None	34 - Electrical Systems 33 - Steering & Suspension 38 – Brakes	32 - Gasoline Engine Repair 39 - Electronic Systems	31 - Gasoline Engine Performance 35 - Climate Control	36 - Manual Transmission And Drivetrain 37 - Automatic Transmission 51 - Diesel Engine Performance 52 - Diesel Engine Repair			
Support from Ford Motor Company	<ul style="list-style-type: none">• Access to best in-class factory training and exclusive web site containing all Ford/Lincoln vehicle information• Participate in Technician Recognition programs• Access to Technician Hotline to help solve challenging repairs						<ul style="list-style-type: none">• Exclusive access to web site for Service Managers• Eligible for Ford Customer Service Recognition Programs• Ford Motor Company “Advantage U” Customer Service Training	
					Master Technician status is available for gasoline, diesel, drivetrain and chassis specialties – by completing all required courses in ONE specialty PLUS 5 years minimum employment as a technician at a Ford or Lincoln dealership. Senior Master status is achieved by completing required courses in chassis, drivetrain and gas or diesel specialties PLUS 5 years minimum employment.			
Compensation/ Typical Pay Plans	Clock hours	Flat Rate hours			Flat Rate hours	As negotiated with Dealer Management		