

Tow Truck Operator / Mechanic (Gas and Diesel)

Our Client LowCo Lowe's Towing Ltd. is looking to hire an experienced full time Tow Truck Operator/Mechanic (Gas and Diesel) to join our towing and recovery company. Applicant will be required to be able to operate all company vehicles, assisting clients with breakdowns and all roadside assistance including accident recovery. In addition, applicant must be able to work in a repair shop, diagnosing and fixing mechanical problems on gas and diesel-fueled vehicles and larger machines. Must be able to work with customers to understand the issue with their vehicle, determine what is needed to fix the vehicle and develop a method for repairing it and be able to perform preventive measures and techniques to keep the problem from reoccurring. The Tow Truck Operator/Mechanic will look for ways to accommodate customers in all situations and ensure quality and high-performance standards are achieved.

Responsibilities and Duties: Receiving communications from company dispatcher; Driving to the scene of a vehicle breakdown or accident; Interacting with the customer to find out the nature of the problem; Performing roadside vehicle diagnostics; Performing mechanical repairs (knowledge of diesel engines a must); Jump-starting vehicles, repair /changing tires and reconnecting vehicle parts; Suggesting a course of action; Securing the damaged vehicle to the truck safely and successfully for transport using a chain, winch, steering locks or other devices; Towing the vehicle to a service station or customer destination of choice; Reporting to base and completing paperwork; Operate company equipment in compliance with safety regulations; Maintain and assure good operating condition of all equipment and facilities; Receive payments by cash or credit cards; Provide exceptional customer service to our customers in need of emergency mechanical help; Make sound decisions concerning the prioritization of service (e.g., safety concern, weather, traffic) and policy exceptions (e.g., member not with vehicle) and other tasks as assigned by Manager.

Required Skills: High school diploma or GED; Certifications and training in automotive and diesel engine repair; 5 years' tow truck recovery experience as well as 5 -10 years' experience in mechanical/ automotive maintenance and repairs; In depth knowledge of vehicle mechanics, including diesel and electrical systems; Must have a valid driver's license and a record of safe driving; Ability to drive a manual and automatic shift vehicle; Customer service skills and the ability to interact with a variety of persons; Good communication skills: Possess advanced knowledge of a vehicle, its electrical system and the mechanisms of a diesel engine; Excellent problem-solving skills; Keen attention to detail; Basic knowledge of computer systems.

Applicants applying for the above position must be flexible with their time, as work hours will vary. The availability to work early mornings, evenings, late nights, weekends and public holidays will be a requirement and will therefore require dependable candidates with excellent time management. Candidates will be subject to mandatory drug testing. A police clearance check will be required from the successful applicant. Interested applicants should forward their resume, with 2 relevant job specific references to:

HLB Bermuda Advisory & Accounting Ltd.
Swan Building, Ground Floor, Box #5
26 Victoria Street, Hamilton HM 12
Email: hr@hlbbermuda.com
Telephone: 400-8909
Closing date: TBD



Only short-listed applicants will be contacted