Service Technician Mentor Role Description

The Service Technician Mentor is responsible for the development, supervision, and professional growth of assigned apprentices. This role exists to ensure apprentices acquire safe work habits, correct technical skills, diagnostic discipline, and professional standards consistent with dealership and OEM expectations.

A mentor is not simply a high-performing technician. A mentor is a teacher, role model, and quality gate whose actions directly shape the future capability, culture, and reputation of the service department.

## Core Responsibilities

1. **Supervision, Safety & Quality Control**

* Ensure all apprentice work is performed safely and according to dealership and  
  OEM standards.
* Maintain close supervision until apprentices are approved for independent tasks.
* Review apprentice inspections, torque procedures, road tests, and documentation.
* Prevent apprentices from performing tasks beyond their authorized level.

1. **Apprentice Skill Development**

* Provide hands-on instruction aligned with the dealership’s competency matrix.
* Demonstrate correct repair, diagnostic, inspection, and documentation procedures.
* Break work into logical steps and explain both *what* to do and *why* it matters.
* Gradually increase apprentice responsibility based on demonstrated competence.

1. **Coaching, Feedback & Evaluation**

* Provide regular, constructive feedback focused on improvement—not punishment.
* Correct errors respectfully and use mistakes as teaching opportunities.
* Conduct informal daily check-ins and participate in scheduled progress reviews.
* Identify stalled progress early and escalate concerns to leadership.

1. **Progress Tracking & Documentation**

* Observe apprentice performance directly before approving skill sign-offs.
* Accurately document completed competencies and readiness milestones.
* Participate in formal evaluations and progression decisions.
* Support certification opportunities and training requirements where applicable.

**Professional & Cultural Leadership**

* Model professionalism, accountability, and respect at all times.
* Reinforce dealership standards over shortcuts or speed.
* Support a learning-focused environment where questions are encouraged.
* Represent the apprenticeship program positively to the entire dealership team.

## What the Mentor Is NOT Responsible For

Final hiring or termination decisions

Apprentice compensation or pay changes

Apprentice personal issues unrelated to performance or safety

Achieving unrealistic productivity targets during early training phases

## Required Qualifications

Proven technical competence in assigned work areas

Consistent adherence to OEM and dealership procedures

Acceptable comeback and warranty history

Demonstrated professionalism and safety discipline

Willingness to teach, coach, and be evaluated

## Required Competencies & Behaviors

Clear and calm communication under pressure

Patience and emotional control during learning situations

Ability to explain concepts at multiple levels

Accountability for training outcomes

Openness to feedback from management and apprentices

## Time Expectations

Mentoring is a full-time commitment

Mentor-to-apprentice ratio will not exceed program guidelines.

Training responsibilities are considered part of the job, not extra duties.

## Mentor Performance Evaluation Criteria

* Adherence to safety and procedural standards
* Apprentice skill progression against defined milestones
* Quality outcomes (successes, comebacks, rework, inspection accuracy)
* Apprentice retention and engagement
* Professional conduct and collaboration

## Incentives & Recognition (Program-Dependent)

Mentor stipend, bonuses, and/or incentives aligned with program design

Formal recognition of mentor contributions

Consideration for future leadership or training roles

## Term & Role Review

Mentor appointments are reviewed periodically.

Mentors may be rotated or removed from the role if program standards are not met.

Removal from the mentor role is not disciplinary when handled appropriately.

## Acknowledgment

Serving as a mentor is a position of trust and influence. Mentors directly shape the technical competence, professionalism, and safety of the next generation of technicians.

Mentor Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
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Service Manager / Executive Sponsor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

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