



Job Description

Summary: Perform emergency road service, towing, accident recovery, and abandoned vehicle recovery using assigned truck and towing equipment correctly as trained. Present to the customer a professional self image and Company image through excellent service, safe operation, and timeliness. Maintain truck and equipment in compliance with Company guidelines. Perform necessary documentation timely and correctly according to procedures in effect.

Smile and enjoy your job! You are a "Hero of the Highway"!

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- ❖ Arrive at work on time daily, ready for duty when shift starts;
- ❖ Provide towing and roadside assistance in a safe, professional, and timely manner, free of accident, injury, damage;
- ❖ Submit accurate invoices and appropriate payment on time for processing;
- ❖ Complete pre-trip inspection sheets daily;
- ❖ Maintain truck fluid levels according to manufacturer standards;
- ❖ Maintain consistently excellent attendance;
- ❖ Abide by all Federal, State, and Municipal laws, rules and ordinances and maintain a clean driving record;
- ❖ Maintain truck and equipment in a safe, clean state, operating it in a safe and professional manner;
- ❖ Consistently ensure quality customer service through professionalism, timely response, skill and courtesy;
- ❖ Maintain personal appearance and uniforms in compliance with established Company standards;
- ❖ Cooperate with all co-workers;
- ❖ Provide accurate and timely service when releasing vehicles from storage on weekend and after hours;
- ❖ Attend driver and employee meetings as requested for job and safety information;
- ❖ Attend training and achieve professional certification as directed by management;
- ❖ Study information provided by the Company to maintain and upgrade industry and job knowledge;
- ❖ Assist in training new employees when requested;
- ❖ *Perform other duties, including dispatching, cleaning office and shop, and maintaining storage yard, as requested.*
- ❖ Receives call or is dispatched to location by dispatch, repair garage, automobile, association, or police department by radio or telephone.
- ❖ Cleans and removes debris from damaged vehicles off the roadway for law enforcement.
- ❖ Perform lock outs for customers who have locked their keys in their car.
- ❖ Removes, bends, or cuts parts of damaged vehicles preparatory to towing.
- ❖ Inspects truck equipment and supplies such as tires, lights, brakes, gas, oil, and water.
- ❖ Performs emergency roadside repairs such as changing tires, installing light bulbs, tire chains, and spark plugs.



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- ❖ Position blocks and ties rope around items to secure cargo during transit.
- ❖ Cleaning the inside and the outside of the truck.
- ❖ Maintain storage yard in a clean and orderly manner.
- ❖ Releasing vehicle during and after business hours if needed.
- ❖ Assistance with dispatch responsibilities when needed.
- ❖ Attending safety meetings and training classes.
- ❖ Keeping the truck(s) fuel tanks half full at all times.
- ❖ Securing the storage yard by locking the gate when leaving.
- ❖ Arrive at work on time daily, ready for duty when shift starts;
- ❖ Be well groomed wearing a clean uniform, black belt, black work boots, and shirt tucked in. Look clean and professional;
- ❖ Complete and turn-in pre-trip truck inspections prior to beginning duty each shift;
- ❖ Maintain truck fluid levels according to manufacturer standards and note quantities added on inspection sheet;
- ❖ Provide roadside assistance and towing in a safe, professional, and timely manner, free of accident, injury, and damage.
- ❖ Invoices and paperwork must be prepared completely. correctly and on time for processing;
- ❖ Complete and turn-in "Daily Driver Report" each shift. All related invoices and payments must be included too;
- ❖ Maintain truck and equipment in a safe, clean condition and operate it in a safe and professional manner;
- ❖ Smile and greet the customer. Remember they are having a bad day.
- ❖ Use your business cards with response time on each call. Close each service call with the importance of "Extreme Satisfaction" and AAA;
- ❖ Attend driver and employee meetings as requested for job and safety information;
- ❖ Drive defensively, always wear your seat belt, remember 4 second following rule, minimize backing and left turns;
- ❖ Set goals and work according to your "Driver Performance Plan"
- ❖ *Perform other duties, including dispatching, cleaning office and shop, and maintaining storage yard, as requested*



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Competencies: To perform the job successfully, an individual should demonstrate the following competencies:

- ❖ Problem Solving - Uses reason even when dealing with emotional topics.
- ❖ Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- ❖ Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- ❖ Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- ❖ Motivation - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.
- ❖ Planning/Organizing - Uses time efficiently.
- ❖ Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- ❖ Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- ❖ Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- ❖ Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- ❖ Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- ❖ Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- ❖ Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.



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- ❖ Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Possess correct and valid driver's license for weight of vehicle assigned.

- ❖ Possess correct and valid driver's license for weight of vehicle assigned.
- ❖ Live in geographical area which will allow timely response to calls from home after hours, as required.
- ❖ Present clean, well-groomed appearance.
- ❖ Demonstrate positive customer service attitude – both to co-workers (internal customers) and customers.
- ❖ Possess good English verbal communication, legible handwriting, and basic math functionality.
- ❖ No more than one preventable accident or two moving violations within three consecutive years.
- ❖ Ability to safely lift 75 pounds unassisted.
- ❖ Ability to sit in vehicle seat for extended periods, significant amount of driving, bending, lifting, listening to and responding to radio and phone communications.
- ❖ Successfully pass drug tests in compliance with Company Policy and Federal Motor Carrier Safety Regulations.
- ❖ Must submit to and pass background check as per Company policy and Company's contractual requirements.
- ❖ Possess basic mechanical aptitude.
- ❖ Possess AAA certification and certification and/or be willing to attain said certification.
- ❖ Possess TSACC certification

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills: Must possess the ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Must possess the ability to write routine reports and correspondence. Must possess the ability to speak effectively before groups of customers or employees of organization.



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Mathematical Skills: Must possess the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Must possess the ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Must possess the ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Must possess the ability to deal with problems involving a few concrete variables in standardized situations.

Other Skills and Abilities: A general understanding of vehicle mechanics, or the ability to make minor repairs to automobiles such as, installation of a spare tire, battery charging.

Other Qualifications: Driving record must meet the requirements of company insurance carrier and company fleet safety program. Driver must also meet the driver qualification standards set forth by the DOT

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must be able to sit in vehicle seat for extended periods, perform a significant amount of driving, bending, lifting, twisting, climb or balance, and listen to and respond to radio and phone communications.

This job requires the FULL USE OF the following body parts AT ALL TIMES:

- Both hands
- Both eyes
- Both legs
- Both feet
- Both arms
- The back
- Both knees
- Both hips

Specific physical tasks include:

1. Grasping with both hands tightly a 4-way (star) wrench and twisting and spinning it in order to break-free and retighten lug nuts that can be torque tightened) to over 100 ft. lbs.
2. Grasping with both hands a 50 lb. air jack and lifting it out of a truck tool box and over a truck bed to place under a vehicle, then reversing the process.
3. Grasping an impact wrench and operating it for both tightening and loosening some lug nuts.
4. Grasping with both hands and pushing/pulling back and forth a "frozen" or rusted/stuck-on wheel and tire from the automobiles drum/disc brake assembly.
5. Grasping with both hands and lifting, from either the ground or the trunk of a vehicle, up to an eighth of chest level, a wheel/tire assembly that can weigh up to 85 lbs..



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6. Crawling under a vehicle, and grasping tightly with both hands, using bolt cutters to cut chains or cables off of spare tires.
7. Using both hands, reaching into unseen areas of an automobiles engine bay, tracing by feel the automobile's main wiring to feel for and detect broken, frayed or loose wiring, connectors, or cables.
8. Using both hands, removing the heavy back seats entirely from the vehicle in order to access the battery holding compartment, then removing said automobile battery from the rear seating area of the automobile, by using both hands to tightly grasp and balance the battery to prevent spills while inside the automobile, then carrying said battery (weighing up to 48 lbs.) out of the automobile and placing it into the service trucks battery holding tray.
9. Crawling under a disabled vehicle, and using both hands, holding onto a tow rope and clamp, feeling into unseen area's for the correct holes in the frame to attach said tow rope and clamping device.
10. Grasping with both hands, a tool box filled with tools, weighing up to 40 lbs., and carrying it back and forth between the service truck and disabled vehicles.
11. Grasping with both hands, a steel hydraulic floor jack weighing up to 50 lbs., lifting it out of the service truck's storage bin, carrying it to the disabled vehicle, placing it under the vehicle, then reversing the process when through servicing the vehicle.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to moving mechanical parts. The employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to fumes or airborne particles and toxic or caustic chemicals. The noise level in the work environment is usually moderate.