



MEET A MOTOR VEHICLE TECHNICIAN



Name
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Role
Technician Team Leader,
Egham branch

Joined Northgate
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Describe your typical day

You know I don't have a typical day. Everyday is different. One day I could be doing a full service on a Sprinter, the next I could be repairing the side of a Luton. In a week I will have repaired or replaced clutches, engines, brakes – you name it, we do it!

What's it like working at Northgate

The team spirit is fantastic – my team are good and the management are good. I get to talk to customers and sort out their issues as we want to get the vehicles back on the road as quickly as we can.

What about equipment and training?

We have all the latest diagnostic gear from manufacturers such as Mercedes and since I've been at Northgate I've done the Mercedes Star training, fire marshal, health and safety and a week's workshop induction course. I'm hoping to get onto the manager training next.

How do you rate the rewards & benefits?

You get 23 days holiday and an extra day on your birthday which is great. It's well paid for a technician job – there's not a lot else out there that pays the money that we get here.

What about shifts?

I really like the shifts – I've got 3 kids so when I'm on lates I get to take them to school and when I'm on earlies I can pick them up. We have an hour when both shifts are here so we can catch-up on what's happening – but shifts mean we can get through so much work in a day.

How does this compare to working at a dealership?

I've worked for Renault, Toyota and Mitsubishi and there is a real difference at Northgate. We own all the vehicles and all the parts are on site so we just crack on with what needs doing. There is no waiting around for customer authorisation and no pressure to hit sales targets.

What would you say to a vehicle technician considering a new job?

Apply to Northgate; the works is varied, you're never bored, the people are really good, the shifts are great – it ticks all the boxes for me.



TOP TIPS

1. Be flexible

As a Motor Vehicle technician at Northgate, you need to be flexible. Your day will be varied and you will be working on a number of different jobs throughout your shift.

2. Learn from your team

At each location there are quite a few technicians and you should always watch and ask the others as they will have experienced different situations and you can learn from them.

3. Attitude

Having a positive attitude is one of the most important things you need in the job. There will be challenges and times when work gets busy so a "can-do" outlook is vital.

4. Don't sell

Don't come to Northgate if you want to sell. We don't have up-sell targets as we just focus on delivering the fastest and most effective service for our customers.

5. Talk to the office staff

Don't just focus on your workshop stuff. At Northgate we have customer service agents, drivers, sales and managers on site so make sure you know the rest of the team and they know you.

6. Have fun

The day goes much quicker if you have a bit of banter with your colleagues. As long as the work gets delivered, enjoy yourself and turn the music up!