

MOBILE TECHNICIAN LEADER

Techs are the wave of the future. MTMs help pave the way for every Tech to achieve success.

COX AUTOMOTIVE / FLEET SERVICES
MOBILITY



WHAT WE DO

1. Coach and develop others.
2. Regularly communicate with technicians, customers, and leadership.
3. Coordinate and monitor the work and activities of others.
4. Develop objectives and/or strategies.
5. Make decisions and solve problems.
6. Resolve conflicts and negotiate with others.
7. Operate mechanized devices, equipment, and/or vehicles.
8. Perform administrative activities.

WHAT MOTIVATES US

- “The development and mentoring aspect of managing the technicians is appealing to me. I like to serve as a role model for them on how to communicate and develop soft skills on the job – to show them what good management looks like.”
- “I wouldn’t be here if the company didn’t believe in me. This company is a family for me, and that’s something I value. They see me as an asset and a team player – someone who has great potential.”



HOW WE DO IT

- Customer and Personal Service
- Information Technology Savvy
- Organizational Awareness
- Decision Making
- Communicating with Consideration
- Teaching Others
- Leadership
- Problem Solving
- Safety Focus
- Technical Competence
- Time Management
- Demonstrating Empathy
- Integrity/Honesty



WHAT’S REQUIRED

- On-the-Job Technician Experience
- Supervisory or Leadership Experience
- Valid Driver’s License and must meet Cox Automotive Mobility minimum driving qualification standards
- Proficiency in using information technology



HOW WE SHOW UP

Mobile Technician Managers embody the Empowered People Principles of Cox Automotive. They:

1

Make It Happen Today:

Take responsibility for persistently pursuing goals and delivering results.

2

Model the Way:

Engage others through compelling storytelling and role modeling.

3

Value Every Voice

Encourage others to share and be open to acting on their ideas



Jennifer Horta

Mobile Technician Leader
Miami, FL