



Tow Truck Operator

Job Description & Duties

As a Tow Truck Operator you are the face of Kingsway Towing Group. Your job is to perform emergency road service, towing, accident recovery and abandoned vehicle recovery using assigned truck and towing equipment correctly as trained. You will present to the customer a professional self-image and company image through excellent service, safe operation and necessary documentation timely and correctly according to procedures in effect. Smile and enjoy your job! You are a “Hero of the Highway”!

The essential duties and responsibilities of a tow truck driver include but are not limited to the following:

- 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 and damage
- Submit accurate invoices and appropriate payment on time for processing
- Complete pre-tri inspection sheets daily
- Maintain truck fluid levels according to manufacturer instructions
- Maintain consistent excellent attendance
- Abide by Municipal, Provincial and Federal Laws, rules ordinances and maintain a clean driving record
- Maintain truck and equipment in a safe, clean state, operation it in a safe and professional manner
- Consistently ensure quality customer service through professionalism, timely response, skill and courtesy
- Maintain personal appearance and hygiene and uniforms in compliance with established Company standards
- Co-operate with all co-workers
- Attend driver and employee meetings requested for job 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
- Receive an accept calls as dispatched through the Tracker Mobile Application
- Clean up accident scene and remove debris from damaged vehicles off the roadway
- Perform lock outs for customers who have locked their keys in their car
- Removes, bends or cuts off parts of damaged vehicle preparatory to towing
- Inspects truck equipment and supplies, such as tires, lights, brakes, fuel, oil and water
- Performs emergency roadside repairs such as changing tires and tire chains
- Positions blocks and ties rope around items to secure cargo during transit
- Cleaning the inside and the outside of the Company truck
- Maintain the storage yard in a clean and orderly manner and adhere to yard procedures when dropping or picking up in the yard
- Attend safety and training classes
- Keep the truck(s) fuel tanks half full at all times



- Arrive at work on time daily, ready for duty when shift starts
- Be well groomed wearing a clean uniform, shift tucked in, looking 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 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 "Cash-ins" each shift. All related invoices and payments must be included too
- Maintain truck and equipment in a safe, clean condition and operate in safe and professional manner
- Smile and greet customer. Remember they are having a bad day
- Provide customers with business cards
- Drive defensively, always wear your seatbelt, remember 4 second following rule, minimize backing and left turns
- Perform other duties and maintaining storage yard as requested

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 and 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 & Security – Observes safety and security procedures; determines appropriate actions beyond guidelines; reports potentially unsafe conditions; uses equipment and materials appropriately



- Adaptability – Adapts to changes in the work environment; manages competing demands; change approach or method to best fit 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
- 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
- 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 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 mechanic aptitude

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

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 speak effectively before groups of customers or employees of the organization.



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, ratios and percent

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
- The ability to make minor repairs to automobiles such as installation of the spare tire and battery charging

Other Qualifications

- Driving record must meet the requirements of company insurance carrier and company fleet safety program
- Driver must meet the driver qualification standards set forth by the Department of Transportation.

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.

The use of both hands is required to perform many of the job duties. The employee is frequently required to stand, walk, reach with hands & arms, stoop, kneel, crouch and 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.

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

- | | |
|--------------|--------------|
| ➤ Both Hands | ➤ Both Arms |
| ➤ Both Eyes | ➤ The Back |
| ➤ Both Legs | ➤ Both Knees |
| ➤ Both Feet | ➤ Both Hips |



Specific physical tasks include but are not limited to:

- 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 lbs.
- 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.
- Grasping an impact wrench and operating it for both tightening and loosening some lug nuts.
- Grasping with both hands and pushing/pulling back and forth a “frozen” or rusted/ stuck on wheel and tire from the vehicles drum/disc brake assembly.
- 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 the can weigh up to 85 lbs.
- Crawling under a vehicle, and grasping tightly with both hands, using bolt cutters to cut chains or cables off of spare tires.
- Using both hands, removing the heavy back seats from some vehicles to access and carefully remove the battery. Both hands must be used to tightly grasp and balance the battery to prevent spills while inside the automobile. The battery, weighing up to 48 lbs, must then be carried out to the service truck’s battery holding tray.
- Crawling under the disabled vehicle and using both hands, holding onto a tow rope and clamp, feeling into the unseen areas for the correct holes in the frame to attach the tow rope and clamping device.
- 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.
- Grasping with both hands, a steel hydraulic floor jack weighing up to 50lbs, 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 the following:

- Moving mechanical parts
- Outside weather conditions (including but not limited to extreme cold, heat, rain, snow, hail and wind)
- High traffic areas
- Occasionally exposed to fumes or airborne particles and toxic caustic chemicals
- Moderate noise level

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OR go to our “Contact Us” page and upload your resume there!

** Enter “Tow Truck Operator Resume” in the subject line**