

# ROADSIDE ASSISTANCE TECHNICIAN

## Role Overview

As vehicle technologies evolve and drivers increasingly rely on immediate support, the need for skilled roadside diagnostics and repair has never been greater. Roadside Assistance Technicians play a vital role in keeping motorists safe, mobile, and supported during unexpected breakdowns or incidents.

Working as a Roadside Assistance Technician means combining technical expertise with problem-solving skills and excellent customer service. Using advanced diagnostic tools, mobile equipment, and on-the-spot repair methods, you will help drivers get moving again, whether supporting individual customers, insurers, fleet operators, or mobility service providers.

## Key Responsibilities

- ✓ Responding to roadside breakdowns and incidents, assessing the situation quickly and safely to determine the most appropriate course of action.
- ✓ Diagnosing mechanical, electrical, and electronic faults using portable diagnostic equipment, technical data, and customer information.
- ✓ Carrying out on-site repairs, including battery replacements, wheel changes, electrical resets, temporary fixes, and minor mechanical adjustments to restore mobility wherever possible.
- ✓ Safely recovering vehicles or arranging onward transport when repairs cannot be completed roadside, ensuring adherence to safety protocols and recovery guidelines.
- ✓ Providing clear communication and reassurance to customers, explaining issues, repair options, and next steps in a professional and supportive manner.

# ROADSIDE ASSISTANCE TECHNICIAN

- ✓ Recording all actions taken, including diagnostics, parts used, and repair attempts, ensuring accurate documentation for insurers, fleet operators, and internal systems.
- ✓ Maintaining and restocking the service vehicle, ensuring all tools, equipment, and consumables are available, well-maintained, and compliant with safety standards.
- ✓ Collaborating with control centre teams, workshops, and insurers to coordinate recoveries, authorisations, and follow-on repairs.
- ✓ Engaging in continuous professional development (CPD) to stay up to date with new vehicle technologies, hybrid and EV systems, diagnostic methods, and roadside safety practices.

## REAL VOICE: ALLIANZ PARTNERS

"We have always invested in the continual professional development of our technicians, making sure they are trained to the highest level.

The skills and professionalism of our roadside assistance technicians are at the heart of our success, and this new commitment enables us to continue to deliver the best customer service on behalf of our manufacturer clients."

