



# Position Description

Role: Part-Time Tow Truck Driver (After Hours / On-Call)

Roster: One week per month on call, plus after hours call-outs as required

Business Unit: Towing Department

Location: Bendigo

Reporting to: Director

## Cathcart Smash Repairs

Cathcart Smash Repairs, a locally owned & operated family Accident Repair & 24 Hours Towing & Roadside Assistance business only minutes from Bendigo CBD. We are your BMW Accredited & Tesla Approved Bodyshop. At Cathcart's your pride & joy is repaired with over 30 years of knowledge & pride in quality repairs. Employing over 20 staff members trained in various areas to return your vehicle back to its pre accident condition.

## Description

We are seeking a reliable and professional Tow Truck Driver to join our team on a part-time basis. The role involves responding to roadside assistance and vehicle recovery requests during an on-call week each month and attending after-hours jobs when required. The successful candidate will represent the company in a professional manner while providing safe, efficient, and courteous towing services. Applicants must possess the following:

- Work well within a team environment with a minimum of supervision
- Attention to detail
- Strong work ethic
- Reliable and punctual
- Maintain clean working environment

## Responsibilities

- Operate tow trucks and other vehicles to transport.
- Operating equipment such as forklifts.
- Ability to work independently and respond to call-outs during after-hours periods.
- Respond to roadside assistance calls promptly and professionally.
- Assess the condition of vehicles and determine the safest towing method.
- Load and secure vehicles on the tow truck to prevent damage during transport.
- Provide assistance to motorists, including jump-starting batteries and changing flat tyres.
- Maintain accurate records of services provided and completed jobs.
- Perform routine inspections and maintenance on tow trucks to ensure safety and reliability.
- Ability to remain calm and professional in stressful situations (e.g., accident scenes)
- Communicate effectively with dispatch and provide updates on job status.
- Ability to establish and maintain effective working relationships with other employees and customers
- Complete Ad-Hoc tasks as required

## Requirements

- Valid commercial driver's license with a clean driving record - Valid HR License
- Police Check (For Certificate of Tow Truck Driver Accreditation)
- Proven experience as a tow truck driver.
- Availability for one week per month on-call
- Strong knowledge of vehicle operation and towing techniques
- Excellent customer service skills and a friendly demeanor.
- Ability to work flexible hours, including nights and weekends.
- Basic mechanical skills.
- Ability to lift heavy objects and work in various weather conditions.
- Flexibility to work varying hours including nights and weekends.
- Ability to lift heavy objects and work in diverse weather conditions.
- Strong work ethic and a positive attitude
- Reliable and punctual
- Forklift License

## Benefits

- Competitive call-out and hourly rates.
- A supportive and friendly work environment
- Opportunities to gain experience in the towing industry
- Be part of a team that values your expertise