

Apprentice Program Guide

By Elite. The Name You Can Trust.

Step #5. Defining the Job Description of the Mentor Position

Note - The below items are only relative to the mentoring position, and should be used in conjunction with the mentor's standard employee job description that outlines primary tasks and responsibilities.

Technician Mentor

Sample Job Description

Compliance -

- Ensure the apprentice is safe and adhering to company policies at all times

On the Job Training -

- Ensure the apprentice has access to all job-related tools and equipment
- Allow the apprentice to shadow whenever possible
- Teach the apprentice all job-related procedures in accordance with management instructions
- Answer all job-related questions
- Allow the apprentice to use mentor tools in a manner that is compliant with written understanding
- Assign all tasks to the apprentice that are relative to their training schedule, and within the scope of their competency
- Ensure the apprentice does not interfere with workflow or productivity
- Report any noteworthy deficiencies, accomplishments and/or violations to management
- Participate in all relative performance reviews
- Ensure the apprentice is on pace to meet all job-related progress markers

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Step #6. Identifying the Ideal Mentor

Mentors are teachers, and the ideal mentor will possess each of the following strengths:

1. **Passion** - The best mentors are passionate about what they do, regardless of whether it's fixing automobiles or guiding people through the sales process.
2. **Good written & verbal communication skills** – This requirement is critical to the success of your apprenticeship program. These skills will enable both the mentor and apprentice to have a clear understanding of one another at all times, and better ensure the success of the apprentice.
3. **Patience** - In order to effectively mentor the apprentice, the mentor will have to be patient and understanding at all times. Whether it be apprentice technicians learning how to diagnose, or apprentice advisors learning how to use a customer database, there will certainly be times when the apprentice struggles with comprehension.
4. **A willingness to share & the natural tendency to encourage others** - The mentor needs to be willing to not only share their knowledge and expertise, but they may be required to share their own tools and equipment. They will also be required to have the personality of one that naturally encourages others.
5. **A commitment to your Mission Statement and the guiding principles of your company** - The mentor will not only be responsible for helping the apprentice develop their career skillset, but they will be required to reinforce the mission and principles of your business at the same time.
6. **A thorough understanding of the job & responsibilities** - The objective of any apprentice program is for the apprentice to learn from the very best. In addition to having all of the above attributes, the ideal mentor will be someone who has mastered the skill set you are looking to develop in the apprentice.
7. **Teachable & Coachable** - The mentor will need to not only be teachable, but they will need to be coachable in that they are open to suggestion and criticism that is in their best interest as well as the best interest of the company and the apprentice.



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