

Tesla Student Automotive Technician Program (START)

September 2018

Research Summary

The Los Angeles/Orange County Center of Excellence (COE) compiled this report to provide regional labor market supply and demand data related to **Tesla Automotive Technicians**. According to the program recommendation process, the Tesla START program will provide students with the skills necessary for a successful career with Tesla. Therefore, this research brief used real-time labor market information to find Tesla automotive technician jobs in the region.

Employer Job Postings

Real-time labor market information is used to provide a more nuanced view of the current job market, as it captures job advertisements for occupations relevant to the field of study. Actual Tesla job postings can be consulted to understand which occupations the company is looking to fill, and what they are looking for in potential candidates. To identify middle-skill technician job postings, “Tesla” was used as the employer. Once Tesla jobs were identified, below middle-skill jobs were removed (“Vehicle Prep Specialists”), as well as above-middle skill jobs (“Managers” and “Supervisors”) since they require a Bachelor’s degree. While the job title “detailer” usually refers to a below middle-skill position, the job postings state: *Performs entry-level work in the inspection, repair, and service of Tesla electric vehicles.* Since these detailer jobs require entry-level service of Tesla vehicles, they were included in this data brief. Exhibit 1 displays the top job titles for the region over the past year.

Top Titles

Over the last 12 months, there were 74 job postings in the Los Angeles/Orange County region for middle-skill automotive technician jobs at Tesla. Service Technician and Automotive Technician were the most common job titles, collectively accounting for nearly two-thirds of the job postings (64%).

Exhibit 1 –Job titles (n=74)

| Title | Job Postings, Last 12 Months |
|-----------------------|------------------------------|
| Service Technician | 45 |
| Automotive Technician | 14 |
| Detailer | 12 |
| Repair Leader | 3 |

Source: Labor Insight/Jobs (Burning Glass)

Top Locations

The Tesla location with the most job postings in the region was Los Angeles with 20 job postings. Other Tesla locations in the region included Costa Mesa (18 job postings), Buena Park (8), Pomona (6) and Burbank (5). Los Angeles County Tesla locations accounted for 60% of the jobs in the region.

Advertised Education Levels

All of the job postings that specified an education level wanted applicants to possess either (1) a high school diploma, (2) an associate degree/certificate, or (3) work experience in a related technology field, such as aeronautics, engines, electrical, ships, etc.

Job Posting Examples

Real-time labor market information provides access to actual Tesla job postings throughout the region. Below are three examples of actual job postings, which define the job tasks; knowledge, skills and abilities needed to perform the job; and necessary education and experience for job candidates.

Service Technician - Costa Mesa, CA

THE ROLE

As a Technician at Tesla, you'll deliver exceptional service to customers and ensure our vehicles are running at their best every day. Technicians are the heart of each service location, deftly balancing incoming appointments, fulfilling daily service orders, and reinforcing our commitment to the ownership experience. With excellence being the passing grade, your ability to produce results and find ways to drive efficiency will directly impact and support Tesla's mission. You'll have the opportunity to develop valuable technical skills through a combination of training programs and on the job training, while working in an environment that's fast-paced, dynamic, collaborative, and mission-driven.

RESPONSIBILITIES

- Execute basic work on cars and, after training, perform high voltage related work, with or without supervision.
- Partner with team members to drive efficiency and resolve complex issues.
- Work with a collaborative attitude and team spirit in an ever-changing, dynamic environment.
- Follow all Tesla specified Repair Guidelines to the accepted quality levels.
- Take ownership of the development of your technical expertise by creating and maintaining an Individual Development Plan, with the support of other team members and management.
- Operate a variety of hand, power, and shop tools.
- Perform equipment inspections.
- Perform Pre-Delivery Inspections (PDI) of new cars.
- Perform detailed daily record keeping and reporting, including records of time, expenses and materials.
- Support other Service Centers, as needed.
- Clean and detail vehicles, as needed.

REQUIREMENTS

- High School Diploma or Associate Degree/Certificate, or work experience in a related technology space (aeronautics, engines, electrical, ships, etc.).
- Demonstrated ability to learn new technologies and processes, and adapt to change.
- Ability to innovate, solve complex issues, and present new ideas.
- Ability to follow oral and written instructions with attention to detail.
- Proven ability to effectively handle multiple priorities, organize workload, and meet deadlines.
- Experience working in a team-based environment and achieving common goals.
- Evidence of a "safety first" attitude.
- Basic command of the English language.
- Basic computer skills, including navigating web browsers and using standard applications like Excel and Word.
- Valid driver's license in the country in which you are applying, 2 year minimum driving record required with a clean driving history.

Heavy Collision Technician – Van Nuys, CA

THE ROLE

The Tesla Body Repair Program is seeking a Collision Repair Technician to work on one of the most progressive vehicle brands in the world. This position will involve supporting the Internal Body Shops in all aspects of its Authorized Collision Program.

RESPONSIBILITIES

- Perform collision repair on company and customer owned Tesla vehicles.
- Operate a variety of hand, power, and shop tools.
- Perform structural repairs utilizing Car Bench, Car-O-Liner, and Celette bench systems.
- Maintain records of time, expenses and materials.
- Order shop consumables and parts.
- Help maintain cleanliness of company vehicles and the Body Repair Training Center.
- Effectively handle multiple priorities, organize workload, and meet project deadlines.
- Comply with all Tesla safety rules, guidelines and standards.
- Understands and complies with federal, state and local regulations that affect body shop operations.
- Perform other related duties as assigned.

REQUIREMENTS

- 1-3 years of experience in the collision industry.
- High school diploma or equivalent; Certificate from Vocational School in Collision Repair preferred.
- Valid Driver's License and a good driving record with at least 2 years of driving experience and insurable.
- Capable of reading and comprehending automotive repair procedures.
- Knowledge of methods, techniques, parts, tools and materials used in the collision repair of vehicles.

- Experience with operation and maintenance of a wide variety of hand and power tools, shop tools, test equipment.
- General knowledge of structural repairs utilizing frame bench systems (Car Bench, Celette, Car-O-Liner, etc.).
- Experience using paint mixing and spray equipment.
- Knowledge of MIG Welding steel and aluminum.
- Capable of lifting up to 100 lbs.
- Capable of driving a fork lift.
- Maintain and perform top level professional integrity and appearance as an automotive technician.
- Excellent written and verbal communication skills as well as the ability to follow instructions.
- Ability to establish and maintain cooperative working relationships with those contacted in the course of work, including the public.
- Microsoft Office experience preferred.
- Must be willing to train others.
- Must be comfortable working in a collision shop environment.
- Ability to work independently in limited supervision environments.

Vehicle Detailer – Buena Park, CA

THE ROLE

We are looking for a vehicle detailer to work on one of the most progressive vehicles in the world. This position is customer facing, so solid customer service skills combined with exceptional 'hands on' technical ability go hand in hand. This position is located at the service center; however, it may require travel occasionally. Communication is highly important. Excellent Oral and Written communication required. If you are able to deliver strong customer satisfaction consistently, are motivated and a team player, we are interested in speaking with you.

RESPONSIBILITIES

- Performs entry-level work in the inspection, repair, and service of Tesla electric vehicles.
- Operate a variety of hand, power, and shop tools.
- Perform equipment inspections, adjustments and certifications.
- Pick up and deliver customer vehicles using full size van and 20ft trailer.
- Perform Pre-Delivery Inspections (PDI) of new cars.
- Maintain records of time and materials.
- Order shop supplies and parts.
- Perform other related duties as assigned.
- Help maintain vehicle cleanliness of customer cars.
- Support journeymen technicians as needed.
- Knowledge of: Methods, techniques, parts, tools and materials used in the maintenance and repair of vehicles.
- Operation and maintenance of a wide variety of hand power tools, shop tools, and automotive and electrical test equipment.
- Efficient skills in basic automotive techniques related to repair and servicing of automobiles.

REQUIREMENTS

- Ability to follow oral and written instructions with attention to detail.
- Willingness to learn new and innovative automotive technologies.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including the public.
- Perform detailed daily record keeping and reporting.
- Effectively handle multiple priorities, organize workload, and meet deadlines.
- Work in a team-based environment and achieve common goals.
- Clean driving record is imperative.
- High School Diploma.
- Associate Degree or Certificate in Automotive Technology a plus.
- Retail automotive service experience a plus.

Supply Data

Currently, there are no Tesla-specific community college programs in California¹; however, there are programs that train students for work with electric vehicles. In Los Angeles and Orange Counties, five community colleges have conferred awards in programs that train students for alternative fuels and advanced transportation technology. Between 2014 and 2017, there was an average of 38 community college awards conferred annually across the one program listed in Exhibit 2. It is important to note that an award is not equivalent to a single person in search of a job opening, since a student may earn more than one award (e.g. an associate degree and a certificate).

Exhibit 2 – CCC Student Awards (by TOP and College)

| TOP Code | Program | College | 2014-15 Awards | 2015-16 Awards | 2016-2017 Awards | 3-Year Award Average |
|----------|----------------------------------------------------------|----------------------|----------------|----------------|------------------|----------------------|
| 0948.40 | Alternative Fuels and Advanced Transportation Technology | Cerritos | - | - | 1 | 0 |
| | | LA Trade-Tech | 15 | 9 | 11 | 12 |
| | | Long Beach | 12 | 21 | - | 11 |
| | | Rio Hondo | 6 | 6 | 14 | 9 |
| | | Saddleback | 9 | 5 | 4 | 6 |
| | | Total/Average | 42 | 41 | 30 | 38 |

Source: California Community Colleges Chancellor's Office MIS Data Mart

Student Outcomes

The CTE LaunchBoard provides student outcome data on the effectiveness of CTE programs. The following student outcome information was collected from exiters of the Alternative Fuels and Advanced Transportation Technology (0948.40) Taxonomy of Program (TOP) code in Los Angeles and Orange Counties for the 2015-16 academic year.

¹ Chancellor's Office Curriculum Inventory (COCI), accessed September 17, 2018.

- Median annual earnings after exiting the program are \$19,703.
- 54% of students are employed within six months after exiting the program.

Source: CTE LaunchBoard

Sources

Labor Insight/Jobs (Burning Glass), California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart, CTE LaunchBoard, and Statewide CTE Outcomes Survey, Chancellor's Office Curriculum Inventory (COCI)

Notes

Data included in this analysis represents the labor market demand for positions most closely related to Tesla automotive technicians. Standard occupational classification (SOC) codes were chosen based on the national education level required for employment (associate degree and postsecondary certificate) as well as the proportion of current workers who hold a community college award or have had some community college training. This selection process narrows the labor market analysis to the most relevant employment opportunities for students with community college education and/or training.

Traditional labor market information was used to show current and projected employment based on data trends, as well as annual average awards granted by regional community colleges. Real-time labor market information captures job post advertisements for occupations relevant to the field of study and should not be used to establish current job openings, because the numbers may include duplicate job postings or postings intended to gather a pool of applicants. Real-time labor market information can signal demand and show what employers are looking for in potential employees, but is not a perfect measure of the quantity of open positions.