



Tow Truck Operator – Light Duty

Join a Growing Team with Unlimited Opportunity

Advantage Fleet is a rapidly growing heavy duty truck repair, fleet maintenance, towing, recovery, upfitting, and specialty vehicle company serving customers throughout Michigan. As our Towing and Recovery operation continues to expand, we are looking to add dependable and customer focused **Light Duty Tow Truck Operators** to our team.

This position is responsible for providing safe, professional, and efficient light duty towing and recovery services throughout West Michigan. Our operators represent Advantage Fleet directly in the field and are expected to maintain a high level of professionalism, customer service, equipment care, and safety at all times.

If you have a strong driving record, enjoy helping customers, and want to be part of a growing towing operation, we want to hear from you.

What You'll Do

Light Duty Towing and Recovery

- Operate rollback/integrated tow trucks safely and professionally
- Perform light duty towing of passenger vehicles, pickup trucks, vans, SUVs, and other applicable vehicles
- Perform winch outs, recoveries, accident recoveries, and disabled vehicle removals
- Evaluate recovery situations and determine the safest and most appropriate towing method
- Properly load and secure vehicles onto rollback equipment
- Use chains, straps, winches, wheel straps, and other towing and recovery equipment
- Follow proper hookup, securement, transport, and unloading procedures
- Transport vehicles to customer locations, repair facilities, storage locations, or other destinations
- Recover customer vehicles scheduled for repair within Advantage Fleet departments
- Pick up and deliver vehicles between Advantage Fleet divisions as needed
- Assist with other transportation needs when appropriate
- Maintain safety as the top priority during every towing and recovery operation

Schedule and On-Call Responsibilities

- Work a regular daytime schedule, typically Monday through Friday
- Participate in an established on-call rotation for certain nights and weekends
- Respond promptly to after-hours towing and recovery calls when assigned
- Maintain availability during scheduled on-call periods
- Communicate effectively with dispatch regarding location, estimated arrival time, job status, and completion
- Be prepared to respond to emergency and time sensitive situations
- Work additional hours when required based on customer needs, weather, accidents, recoveries, and business demands

ADVANTAGE FLEET TOWING & RECOVERY

Vehicle and Equipment Inspections

- Perform daily inspections of assigned tow truck and towing equipment
- Complete required pre-trip and post-trip inspections
- Verify proper operation of lights, brakes, tires, steering, suspension, winch equipment, hydraulics, safety equipment, and towing components
- Inspect chains, straps, hooks, cables, and securement equipment regularly
- Maintain required DOT compliance documentation when applicable
- Immediately report mechanical, safety, or equipment concerns to the Towing Division Manager
- Remove unsafe equipment from service when necessary
- Ensure assigned tow trucks remain properly equipped for towing and recovery operations
- Maintain required emergency and roadside safety equipment

Tow Truck Care and Maintenance

- Maintain the interior and exterior cleanliness of assigned tow trucks
- Keep the cab, storage compartments, toolboxes, and equipment areas organized
- Properly store towing and recovery equipment after each job
- Protect company vehicles, tools, and equipment from unnecessary damage
- Report damage or missing equipment immediately
- Monitor basic fluid levels and vehicle condition
- Coordinate maintenance and repairs for assigned equipment with management
- Take pride in the appearance and condition of company equipment

Driver Compliance

- Maintain a valid driver's license
- Maintain an acceptable motor vehicle record
- Follow all applicable state and local driving regulations
- Maintain accurate driving logs when required
- Complete required vehicle inspection documentation
- Follow all applicable securement and transportation requirements
- Maintain required permits, licenses, and credentials associated with the position
- Immediately notify management of any change that could affect driving eligibility

Customer Service and Professionalism

Light Duty Tow Truck Operators are often assisting customers during breakdowns, accidents, and other stressful situations.

Operators are expected to:

- Treat customers professionally and respectfully
- Maintain a calm and helpful attitude
- Clearly explain towing or recovery procedures when appropriate
- Protect customer vehicles and property throughout the towing process
- Maintain professional communication with customers, law enforcement, emergency personnel, dispatchers, repair facilities, and company staff
- Represent Advantage Fleet professionally at customer locations and roadside scenes
- Maintain composure during difficult or high pressure situations
- Help build strong customer relationships through dependable and courteous service

ADVANTAGE FLEET TOWING & RECOVERY

Documentation and Communication

- Maintain accurate towing and recovery documentation
- Complete required service tickets, inspection forms, driver logs, and other records
- Accurately document pickup and delivery locations
- Record mileage, vehicle information, customer information, and services performed
- Document vehicle condition when required
- Obtain appropriate customer signatures and authorizations
- Communicate job completion information promptly to dispatch and management
- Report damage, incidents, accidents, or unusual circumstances immediately
- Use company software accurately for job information and documentation
- Maintain accurate records required for billing and compliance

Accurate documentation is a critical responsibility of this position. All towing, recovery, mileage, customer, and service information must be properly recorded.

Safety Responsibilities

- Follow all Advantage Fleet safety policies and procedures
- Maintain situational awareness while working roadside or around traffic
- Properly position tow trucks to protect the work area when possible
- Use warning lights, cones, reflective equipment, and required PPE
- Follow safe recovery and winching procedures
- Never exceed the rated capacity of towing or recovery equipment
- Properly secure every vehicle before transport
- Inspect hookup and securement before movement
- Maintain safe clearance from cables, chains, winches, and moving equipment
- Communicate with law enforcement or emergency personnel when working accident scenes
- Identify unsafe conditions before beginning recovery operations
- Never sacrifice safety in order to complete a job faster

Team and Department Responsibilities

- Work cohesively with dispatch, management, technicians, and other towing operators
- Assist other Advantage Fleet departments when necessary
- Help move customer vehicles between company locations or departments
- Assist with towing yard organization when needed
- Support other operators during larger or more difficult recoveries when assigned
- Maintain positive working relationships throughout the company
- Contribute to department and company goals
- Assist with additional responsibilities during downtime
- Maintain a professional and positive attitude with coworkers and customers

What We're Looking For

- Must be 18 years of age or older
- Valid driver's license required
- Acceptable motor vehicle record required

ADVANTAGE FLEET TOWING & RECOVERY

- Previous towing, transport, roadside assistance, commercial driving, or related experience preferred
- Mechanical aptitude and basic understanding of vehicle systems
- Strong attention to detail
- Excellent customer service skills
- Strong verbal and interpersonal communication abilities
- Ability to operate safely in high pressure situations
- Strong judgment and decision making skills
- Ability to evaluate towing and recovery situations and determine appropriate solutions
- Strong organizational and time management skills
- Ability to prioritize calls and responsibilities
- Ability to work independently with limited supervision
- Self motivated and dependable
- Ability to remain professional and composed during stressful situations
- Strong troubleshooting and problem solving skills
- Basic computer competency and willingness to learn company software
- Accurate documentation and data entry skills
- Positive attitude and strong work ethic
- Ability to work effectively as part of a team
- Willingness to participate in night and weekend on-call rotations
- Commitment to safe work practices and company policies
- Compliance with Advantage Fleet's drug and alcohol policies

Physical Requirements

This position requires the ability to:

- Sit and drive for extended periods
- Regularly stand, walk, bend, stoop, crouch, kneel, and crawl
- Climb into and out of tow trucks and customer vehicles
- Work underneath and around vehicles when necessary
- Frequently lift and carry tools, chains, straps, equipment, and materials weighing up to 50 pounds
- Occasionally handle items weighing up to 100 pounds with appropriate assistance or equipment
- Pull and position chains, cables, straps, and recovery equipment
- Work on uneven terrain and roadside environments
- Perform physically demanding towing and recovery operations throughout the workday

Working Conditions

This position is performed in a wide variety of environments and may include exposure to:

- Roadside traffic
- Highways and active roadways
- Accident and recovery scenes
- Passenger vehicles and light commercial equipment
- Moving vehicles and machinery
- Rain, snow, ice, heat, cold, and severe weather
- Mud, uneven terrain, and difficult recovery locations

ADVANTAGE FLEET TOWING & RECOVERY

- Nighttime and low visibility conditions
- Noise
- Oils, fuels, grease, and other automotive materials
- Emergency situations requiring immediate response

Operators are expected to maintain safe working practices regardless of weather, traffic, location, or urgency.

What Success Looks Like

A successful Light Duty Tow Truck Operator is someone customers, dispatchers, and management can depend on when roadside situations occur.

Success means arriving prepared, evaluating the situation carefully, completing the tow or recovery safely, protecting the customer's vehicle, maintaining accurate documentation, and representing Advantage Fleet professionally throughout the entire process.

Our customers are often calling us during breakdowns, accidents, or other stressful circumstances. The goal is to provide safe, dependable, and professional service while getting their vehicle where it needs to go as efficiently as possible.

Growth and Development

Advantage Fleet encourages employees to continue developing their skills in towing, recovery, commercial transportation, roadside safety, equipment operation, and customer service.

Operators who demonstrate safe driving, strong recovery skills, dependability, equipment care, customer service, leadership, and a commitment to continued development may have opportunities to advance into medium duty, heavy duty, specialized recovery, leadership, or other roles as Advantage Fleet continues to grow.

We encourage employees to establish both professional and personal goals and take advantage of opportunities to expand their knowledge and capabilities.

Performance Reviews

Employee performance and progression will be reviewed periodically, with a formal performance review conducted annually. Reviews will evaluate driving safety, towing and recovery ability, equipment care, documentation accuracy, customer service, response times, attendance, on-call dependability, teamwork, professionalism, safety performance, and overall contribution to the department and company.

Employment with Advantage Fleet is at will, meaning either the employee or Advantage Fleet may terminate the employment relationship at any time, with or without cause or notice, subject to applicable law.