

# POSITION DESCRIPTION

|                        |                |              |                |
|------------------------|----------------|--------------|----------------|
| <b>Position Title:</b> | Store Director |              |                |
| <b>Work Location:</b>  | Houston        |              |                |
| <b>Department:</b>     | Repair         |              |                |
| <b>Prepared By:</b>    | Kurtis McKay   | <b>Date:</b> | September 2015 |

## PURPOSE:

Summarize briefly the major function and purpose of the position.

Manage the repair facility in such a safe, professional and profitable manner as to attract and keep a large customer base. Attract and/or develop and keep a professional staff of competent technicians to meet customer requirements and expectations.

## ENTRY QUALIFICATIONS:

What are the minimum qualifications an employee must have in order to perform the duties of the position, (i.e. educational requirements, licenses, certification, work experience, training etc.)?

Must be a "people" person. High School diploma or G.E.D. required. Minimum five years automotive repair shop experience required. Trade school or college is a plus. Certifications in areas of expertise are desirable.

## TRAINING REQUIREMENTS:

What additional training will an employee require to continue to perform the duties of the position?

Participating in ongoing automotive and managerial training as available.

## SUPERVISES:

Indicate positions that report directly to this position.

All Automotive Technicians and Service Managers

Indicate internal/external contacts.

Internal contact with General Manager, Sales personnel, fellow Service Managers and Automotive Service Technicians. External contacts with customers and potential customers, various facility maintenance contractors, and outside sales representatives.

## SCOPE OF RESPONSIBILITIES:

Explain the general scope of the job, including the degree of judgment, creativity, planning and resourfulness needed to do the job.

The Service Manager is the "face" of McKay's Automotive to the customer. He must greet, listen too and react appropriately to the customers concerns, demands, or complaints. He is responsible for seeing that the customer's automotive repairs are completed in a safe, professional and timely manner. He is responsible for the day-to-day activities of the automotive repair facility including, but not limited to, communicating with customers and staff, proper staffing of the facility, equipping and maintaining the facility, maintaining repair records, opening and closing of the facility and receiving payment for work performed at the facility.

## WORK ENVIRONMENT:

The work environment and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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| <p><b>WORK ENVIRONMENT:</b> Describe general working conditions (i.e. noise level, temperature, around heavy machinery...etc)<br/>Exposure to ambient conditions, along with seasonal variances. Exposure to general automotive repair shop environment including, but not limited to dust, debris, harsh chemicals, high heat, cold temperatures, loud noises, and potentially hazardous hand and power tools/equipment.</p> |
| <p><b>PHYSICAL DEMANDS:</b> Describe amount &amp; frequency of physical requirements of the position (i.e. lifting, pushing, climbing)<br/>Pushing, pulling, lifting, squatting, standing for long periods of time (proper foot wear is required), repetitive motions, reading, writing, and driving.</p>   |

**MAJOR RESPONSIBILITY AREAS:**

Identify the major duties and tasks accomplished by this position. For each duty, identify if it is an E - Essential function or N - Nonessential function of the job.

| E/N | Duties and Responsibilities   |
|-----|---|
| E   | Responsible for quality first contact with the customer. Smile, stand up & greet the customers and thank them for choosing McKay's Automotive.  |
| E   | Responsible for complete and correct RO (Repair Order)  |
| E   | Responsible for informing customer of procedures and/or policies that may apply to his particular repair problem  |
| E   | Responsible for preparing complete and correct WO (Work Order) and directing to responsible Service Technician  |
| E   | Responsible for preparing full repair estimate & review with customer   |
| E   | Responsible for communicating customer wishes to Service Technician   |
| E   | Responsible for verifying repair process and keeping customer informed of any pertinent developments or changes to any commitments made   |
| E   | Responsible for informing customer that car is ready  |
| E   | When customer picks up vehicle, responsible for informing them of the repair process and answer any concerns they may have, thanking them for their business and invite them to return with any problem |
| E   | Responsible for remaining presentable and available at all times. (Remember, you are the "face " of McKay's Automotive)   |
| E   | Responsible for keeping Safety a top priority for himself, his co-workers and the customer  |
| E   | Responsible for mastering the consultative approach to retail sales (Presentations, Involvement Questions, Handling Objections, Team Player & Mentoring)  |
| E   | Responsible for meeting sales goals for the facility  |
| E   | Responsible for helping formulate and executing retail sales plan.  |
| E   | Responsible for the quality of the repair and/or repair process   |
| E   | Responsible for ensuring proper use of P.O. System on all part orders   |
| E   | Responsible for minimizing customer complaints thru the use of floor mats, seat covers, fender covers, ...etc.  |
| E   | Responsible for a minimum level of acceptable, responsible performance & behavior from you employees and taking appropriate corrective actions for unacceptable performance or actions                  |
| E   | Responsible for mentoring and coaching your employees; tracking work and absences for payroll   |

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|---|--|
| E | Responsible for the general repair and upkeep of the facility  |
| E | Responsible that all equipment is maintained and in proper working order                               |
| E | Track and order all Approved stocking items (oil, filters, fluids, ...etc.)                            |
| E | Responsible for the use Proper Protective Equipment when necessary (gloves, eye protection, . . .etc.) |

This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of McKay's Automotive are expected to perform tasks as assigned by supervisory personnel, regardless of job title or routine job duties.

The SD is responsible for everything at the facility location. It is expected that he will "take ownership" and actively be involved in every aspect of the daily operations, the facility appearance & maintenance and ensure that corporate directives are met within designated guidelines, within a timely manner.

The SD will delegate to the SM according to job descriptions as necessary

The SD will actively train his personnel to improve performance and customer satisfaction