Mercedes Benz of Arlington

Shop Foreman job description

Summary/Objective

The Automotive Shop Foreman ensures that repairs are performed correctly and efficiently by qualified technicians and that the service department maintains a consistently high level of customer satisfaction.

Essential Functions

- Motivates qualified automotive technicians.
- Assists automotive technicians in developing their skills.
- Understands, keeps abreast of, and complies with federal, state, and local regulations that affect service operations, such as hazardous waste disposal, OSHA Right-to-Know, etc.
- Understands and ensures compliance with manufacturer warranty and policy procedures.
- Ensures that all department employees receive appropriate manufacturer training.
- Provides technical support for technicians and team leaders when necessary.
- Randomly reviews technician estimates for correct procedures and content.
- Checks workflow throughout the day.
- Maintains high-quality service repairs and minimize comebacks.
- Conducts periodic spot checks of completed jobs for thoroughness and quality.
- Road tests vehicles with technicians or team leaders to quality-check work performed.
- Accounts for all documents; ensures that none are missing and all are processed correctly.
- Works closely with service dispatcher to address concerns with technician performance and efficiency.
- Works with shop manager to organize the entire shop for production with quality assured.
- Monitors shop condition, including cleanliness, safety, and the condition of shop equipment. Reports problems to the shop manager or service manager.
- Ensures the proper care, storage, and inventory of special tools.
- Keeps abreast of new equipment and tools available and recommends purchases.
- Attends company meetings as required.
- Maintains safe work environment.
- Ensure technicians use appropriate PPE while in the workshop.
- Be a constant example of safety, quality, efficiency and professionalism in the shop.

Other duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.