**JOB DESCRIPTION**

**FIXED OPERATIONS DIRECTOR 1**

**(SERVICE & PARTS DIRECTOR / PARTS & SERVICE DIRECTOR)**

**JOB TITLE:** Fixed Operations Director

**OBJECTIVE**

Manages the efficient and profitable operation of the Service, Parts, and Body Shop Departments.

**PRIMARY RESPONSIBILITIES**

* Forecasts goals and objectives for the departments and strives to meet them.
* Hires, trains, motivates and monitors the performance of the service and parts department managers.
* Prepares and administers an annual operating budget for the service and parts departments.
* Maintains reporting systems required by general management and the manufacturer.
* Attends manager meetings.
* Monitors the performance of the service, parts, and body shop departments.
* Strives for harmony and teamwork within and with all other departments.
* Understands and keeps abreast of and complies with federal, state, and local regulations that affect repair operations, such as hazardous waste disposal, OSHA Right-to-Know, etc.
* Understands and ensures compliance with manufacturer warranty and policy procedures.
* Holds weekly department meetings.
* Establishes and maintains good customer working relationships to encourage repeat and referral business.
* Fosters professional employee development and coordinates with department managers to determine the need for advanced training.
* Maintains high-quality service repairs and minimizes comebacks. Conducts periodic spot checks of completed jobs for thoroughness and quality.
* Makes customer satisfaction a department priority, ensuring that service and parts personnel are courteous and respectful in their customer interaction.
* Handles customer complaints immediately and according to the dealership's guidelines.
* Administers warranty claims, reviews warranty policy adjustments, understands and applies warranty guidelines, ensures correct claims processing, and communicates warranty information and clarifications to customers.
* Develops dealership service and parts pricing plans and recommends to the dealer or general manager.
* Works with parts and service managers to find ways to improve the overall profitability of the dealership.
* Keeps abreast of new equipment and tools available and recommends purchases.
* Establishes and maintains good working relationships with vocational and technical schools to enhance personnel recruitment activities.
* Serves as liaison with factory representatives.
* Maintains a safe work environment.
* Maintains a professional appearance.
* Other duties as assigned.

**ADDITIONAL RESPONSIBILITIES**

(If applicable.)

**SUPERVISORY DUTIES**

(If applicable.)

**QUALIFICATIONS**

An individual must perform each essential duty satisfactorily to perform this job successfully. The requirements below represent the required knowledge, skill, and ability. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**EDUCATION and EXPERIENCE**

* Bachelor's degree (B.A.) from a four-year college or university; or one to two years related experience or training; or equivalent combination of education and experience.
* Four to 10 years related experience or training; or equivalent combination of education and experience.

**VERBAL SKILLS**

* Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers, clients, customers, and the public.
* Can read, analyze, and interpret standard scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or business community members. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and boards of directors.
* Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or styles. Ability to give compelling and persuasive speeches and presentations on controversial or complex topics to top management, public groups, or board of directors.

**MATH SKILLS**

* Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of math.
* Ability to work with mathematical concepts such as probability, statistical inference, and math fundamentals. Ability to apply fractions, percentages, ratios, and proportions to practical situations.

**REASONING ABILITIES**

* Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret technical instructions in mathematical or diagram form and deal with abstract and concrete variables.
* Ability to apply logical or scientific thinking principles to a wide range of intellectual and practical problems. Ability to deal with a variety of abstract and concrete variables. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, etc.) in its most difficult phases.

**CERTIFICATON and LICENSE**

**Automotive Service Excellence (ASE) Certifications**

* Automatic Transmission/Transaxle Certification for Auto/Light Truck
* Brakes Certification for Auto/Light Truck
* Electrical/Electronic Systems Certification for Auto/Light Truck
* Engine Performance Certification for Auto/Light Truck
* Engine Repair Certification for Auto/Light Truck
* Heating and Air Conditioning Certification for Auto/Light Truck
* Manual Drive Train and Axle Certification for Auto/Light Truck
* Suspension and Steering Certification for Auto/Light Truck
* Damage Analysis and Estimating Certification for Collision Repair
* Mechanical and Electrical Components Certification for Collision Repair
* Non-Structural Analysis and Damage Repair Certification for Collision Repair
* Painting and Refinishing Certification for Collision Repair
* Structural Analysis and Damage Repair Certification for Collision Repair
* Assembly Specialist Certification for Engine Machinist
* Cylinder Block Specialist Certification for Engine Machinist
* Cylinder Head Specialist Certification for Engine Machinist
* Brakes Certification for Medium Truck
* Diesel Engines Certification for Medium Truck
* Drive Train Certification for Medium Truck
* Electrical/Electronic Systems Certification for Medium Truck
* Gasoline Engines Certification for Medium Truck
* Heating, Ventilation, and Air Conditioning Certification for Medium Truck
* Preventive Maintenance Inspection Certification for Medium Truck
* Suspension and Steering Certification for Medium Truck
* Automobile Parts Specialist Certification
* Medium Truck Parts Specialist Certification
* Advanced Series - Automobile Advanced Engine Performance Certification
* Advanced Series - Truck Advanced Electric Diesel Engine Diagnosis Certification
* Light Vehicles - Compressed Natural Gas Certification for Alternate Fuels

**I-CAR Certificate of Advanced Training**

* Advanced Vehicle Systems
* Aluminum Repair, Replacement, and Welding
* Detailing
* Electronics for Collision Repair
* Executive Seminar
* Finish Matching
* Glass Replacement
* Plastic Repair
* Steering and Suspension
* Understanding Collision Repair
* Workplace Hazardous Materials

**Other Training, Certification, and License**

* Manufacturer Training
* Paint Manufacturer Training
* State Emission Certification
* State Vehicle Inspector Certification
* Valid Driver's License

**PHYSICAL REQUIREMENTS**

An employee must meet the physical demands described here to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**WORK ENVIRONMENT**

The work environment characteristics described here represent those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Job Title:** Fixed Operations Director / Service & Parts Director / Parts & Service Director

**Department:**

**Reports To:**

**FLSA Status:**

**Prepared By:**

**Prepared Date:**

**Approved By:**

**Approved Date:**

**Revised Date:**

**Job Description Acknowledgment**

I have reviewed the job description for my position and understand my responsibilities.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager Signature: ­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_