JOB DESCRIPTION

FIXED OPERATIONS MANAGER / SERVICE & PARTS DIRECTOR

Department: Fixed Operations Prepared By:

Reports to: Owner or General Manager Approved By:

Revised Date:

OBJECTIVE

The Fixed Operations Manager manages responsible for managing an efficient and profitable Body Shop, Parts, and Service Departments. Primary objectives include ensuring customer satisfaction and retention; ensuring vehicles are fixed on the first visit; forecasting goals and objectives; developing and implementing business plans to increase profitability and control costs; and building good employee and customer relationships.

PRIMARY RESPONSIBILITIES

The Fixed Operations Manager / Service & Parts Director is accountable for performing the duties and responsibilities described below. The list, however, is not necessarily an exhaustive description of the duties and responsibilities associated with the job. The Fixed Operations Manager / Service & Parts Director performs other duties and responsibilities as needed.

### Managing Business Complexity

* Manages and analyzes financial data for the Fixed Operations departments.
* Forecasts and establishes goals and objectives for the Fixed Operations departments.
* Makes and implements decisions to accomplish goals and meet deadlines.
* Organizes and understands all department information to ensure an efficient and profitable department.
* Utilizes all available information to ensure proper resolution of problems.
* Develops and implement a marketing plan to promote new and repeat business.

### Utilizing Fundamental Skills

* Applies information found in technical publications, periodicals, bulletins, etc.
* Uses computer systems to operate the Fixed Operations departments.
* Understands and uses new systems or processes by the manufacturer or dealership implements.

**FIXED OPERATIONS MANAGER/SERVICE & PARTS DIRECTOR (continued)**

PRIMARY RESPONSIBILITIES (continued)

* Maintains reporting systems required by general management.
* Ensures that the Service Department understands and complies with federal, state, and local regulations that affect service operations, such as hazardous waste disposal, OSHA, Right-to-Know, etc.

### Producing Quality Results

* Establishes and maintains good customer working relationships to encourage repeat and referral business.
* Ensures customer complaints are handled tactfully, promptly, with genuine concern, and according to the dealership's guidelines.
* Works with department managers to improve the overall profitability of the dealership.
* Ensures every Fixed Operations employee shows common courtesy and professionalism to all customers.
* Takes the initiative to exceed customer satisfaction, even if it requires overcoming obstacles.
* Ensures the quality and promptness of all service repairs.

### Coaching and Leadership

* Creates a positive environment by recruiting, hiring, training, coaching, evaluating, motivating, and rewarding Fixed Operations employees.
* Monitors the development of Fixed Operations employees to enhance job-related skills.
* Fosters professional development by coordinating with department managers to determine the need for advanced training for all Fixed Operations employees.
* Provides honest, specific, and prompt feedback.
* Communicates departmental and individual goals and objectives to ensure understanding of job expectations and requirements.
* Presents self as a positive role model by demonstrating a commitment to the service staff, customer, dealership, and company.
* Involves the employees in the decision-making process to allow employees to be active participants in the department.

**FIXED OPERATIONS MANAGER/SERVICE & PARTS DIRECTOR (continued)**

PRIMARY RESPONSIBILITIES (continued)

* Delegates work as needed to ensure customer satisfaction while developing employee skills.
* Ensures Service, Parts, and Body Shop Department employees attend training programs to gain the necessary skills and certifications.

### Communicating With and Valuing Others

* Strives for harmony and teamwork within the Service, Parts, Body Shop Departments, and dealership.
* Communicate verbally and non-verbally, concisely, and enthusiastically in one-on-one and group interactions.
* Listens actively to understand others completely.
* Conducts weekly meetings with department managers to discuss issues, concerns, and departmental goals.

### Managing Demanding Situations

* Resolves all disputes and difficulties with professionalism and composure.
* Performs multiple tasks simultaneously to meet and exceed deadlines and expectations.
* Modifies and makes the necessary changes to policies and procedures to adapt to changes.

### Applying Business and Technical Knowledge

* Understands and complies with manufacturer warranty and policy procedures.
* Completes daily sales and production records required by the dealership.
* Provides technical advice and information to others as needed.
* Maintains current industry information available for Service, Parts, and Body Shop Departments.
* Keeps up-to-date on all industry information.
* Uses all available information to develop and implement innovative and efficient business procedures and policies.

**FIXED OPERATIONS MANAGER/SERVICE & PARTS DIRECTOR (continued)**

EDUCATION and EXPERIENCE REQUIREMENTS

The education and experience requirements below represent the knowledge, skill, and ability required to perform the primary duties and responsibilities successfully.

### Education

* Minimum of High School degree or equivalent
* Two years of college with a business-related emphasis

### Experience

* Five to seven years of experience in an auto repair facility is required; more than ten years preferred
* Three years of supervisory experience

PHYSICAL and WORK REQUIREMENTS

The physical and work demands listed below represent the job's demands to successfully perform the primary duties and responsibilities. Reasonable accommodations may enable the Fixed Operations Manager / Service & Parts Director to perform the primary duties and responsibilities.

### Physical

* Walking about the dealership
* Bending, lifting, stretching, crawling, reaching, and climbing
* Using physical and manual dexterity
* Using computers to look up and enter data
* Using equipment consistent with industry standards

### Work

* Noise
* Vibration
* Fumes (e.g., exhaust fumes and paint)
* Dust
* Extreme heat or cold
* Other hazardous and non-hazardous materials

**Job Description Acknowledgment**

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

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

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