**JOB DESCRIPTION:**

**FIXED OPERATIONS DIRECTOR 2**

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

**PRIMARY RESPONSIBILITIES**

# Educator

* Education of fixed operations employees on the theories, practices, standards, policies, and processes needed to run their departments profitably and economically.
* Education of fixed operations employees on report understanding and generation.

# Trainer

* Trainer of fixed operations employees in using the DMS System and other computer programs.
* Trainer of fixed operations employees on selling practices of maintenance services, labor, and parts.

# Merchandiser

* Merchandising the promotion of Service, Parts, Body Shop Departments, and New and Used Cars Sales.

# Organizer

* Develop the necessary processes needed to sustain and improve sales of the fixed operations departments.

# Networker

* An ambassador of the dealership in relationships with the factory, manufacturer’s dealerships, dealers, and businesses in our field.
* Exchanging information about the business operation among other individuals, groups, and institutions in the automotive industry.

# Systems Coordinator

* Review and justify technologies and their application to our business. This includes the internet, web page(s), phone system issues, and PC and DMS issues.

**Job Description Acknowledgment**

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

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

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