JOB DESCRIPTION

SERVICE PORTER 1

Department: Service Prepared By:

Reports to: Service Manager Approved By:

Revised Date:

OBJECTIVE

The Porter is responsible for moving, maintaining, and cleaning vehicles. Primary objectives include ensuring customer satisfaction and retention and assisting sales and service departments as needed.

PRIMARY RESPONSIBILITIES

The Porter 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 Porter also performs other duties and responsibilities as needed.

### Managing Complexity

* Makes and implements decisions regarding maintaining and cleaning vehicles.
* Keeps new and used vehicle lots neat and orderly.
* Moves dealership vehicles as needed.
* Maintains new and used vehicle appearance by cleaning the interior and exterior of vehicles, replenishing fluids, and replacing batteries as needed.
* Utilizes all available information to ensure proper resolution of problems.

### Utilizing Fundamental Skills

* Understands and complies with federal, state, and local regulations, such as safety requirements, hazardous waste disposal, OSHA, Right-to-Know, etc.

### Producing Quality Results

* Provides prompt, efficient, and quality service to the customers and dealership.
* Takes the initiative to exceed customer satisfaction, even if it requires overcoming obstacles.
* Cleans dealership areas (e.g., walkways and sidewalks) as needed.

**PORTER (continued)**

PRIMARY RESPONSIBILITIES (continued)

### Communicating With and Valuing Others

* Presents self as a role model by demonstrating a commitment to the department, customers, dealership, and company.
* Strives for harmony and teamwork within the dealership.
* Communicate verbally and non-verbally, concisely, and enthusiastically in one-on-one and group interactions.
* Listens actively to understand others completely.

### Managing Demanding Situations

* Resolves all disputes and difficulties with professionalism and composure.
* Prioritizes work to ensure all deadlines are met.
* Seeks new and challenging responsibilities.

### Applying Business and Technical Knowledge

* Keeps up to date on all pertinent information (e.g., dealership policies and procedures, etc.) to the Porter position.
* Strives to increase dealership knowledge.

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 preferred
* A valid driver's license required

### Experience

* One year of experience in an automobile retail environment preferred

**PORTER (continued)**

PHYSICAL and WORK REQUIREMENTS

The physical and work demands listed below represent the demands on the job required to perform the primary duties and responsibilities successfully. Reasonable accommodations may enable Porter to perform their primary duties and responsibilities.

### Physical

* Bending, stretching, standing, and reaching
* Using physical and manual dexterity
* Driving a vehicle
* Lifting to 75 lbs.
* Using computers to look up and enter data

### 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_