**JOB DESCRIPTION**

**SHOP FOREMAN 2**

**JOB TITLE:** Shop Foreman

**OBJECTIVE**

Ensures that repairs are performed correctly and efficiently by qualified technicians and that the service department maintains a consistently high level of customer satisfaction.

**PRIMARY RESPONSIBILITIES**

* Recruits, hires, and motivates qualified service technicians.
* Assists 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.
* Conducts regular performance reviews for all technicians under dealership guidelines.
* Ensures that all repairs are assigned to technicians equally and fairly.
* Provides technical support for technicians when necessary.
* Ensures repairs are charged out correctly.
* Checks the progress of each repair order throughout the day.
* Maintains high-quality service repairs and minimizes comebacks. Conducts periodic spot checks of completed jobs for thoroughness and quality.
* Road tests vehicles to quality-check work performed.
* Accounts for all documents; ensures that none are missing, and all are processed correctly.
* Establishes and maintains customer follow-up programs to confirm satisfaction with the service experience.
* Handles all customer complaints within 24 hours, informing other managers as appropriate.
* Manages department performance using tools such as the daily operating control (DOC), efficiency and productivity control, comeback reports, warranty reports, telephone surveys, and monthly forecasts.
* Monitors technicians' daily productivity reports and corresponding payroll records.
* Monitors shop conditions, including cleanliness, safety, and the state of shop equipment. Reports problems to the service manager or dealer.
* Ensures the proper care, storage, and inventory of special tools.
* Keeps abreast of new equipment and tools available and recommends purchases.
* Fills in for service advisor and dispatcher when necessary.
* Attends manager meetings as requested.
* Strives for harmony and teamwork within and with all other departments.
* Maintains a safe work environment.
* Maintains professional appearance.
* Other tasks as assigned.

**ADDITIONAL RESPONSIBILITIES**

[If applicable.]

**SUPERVISORY RESPONSIBILITIES**

[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.
* Two to four years related experience or training; or equivalent combination of education and experience.
* Four to ten years related experience or training; or equivalent combination of education and experience.

**VERBAL SKILLS**

* Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the dealership.
* 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.

**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 fundamentals.
* Ability to work with mathematical concepts such as probability and statistical inference and fundamentals of math fundamentals. Ability to apply fractions, percentages, ratios, and proportions to practical situations.

**REASONING ABILITIES**

* Ability to solve practical problems and deal with concrete variables in situations where only limited standardization exists. Ability to interpret various instructions furnished in written, oral, diagram, or schedule form.
* 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.

**CERTIFICATION 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, Certificates, and Licenses**

* Manufacturer Training
* Paint Manufacturer Training
* State Emission Certification
* State Sales License
* 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:** Shop Foreman

**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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_