JOB DESCRIPTION

SHOP FOREMAN

Department: Service Prepared By:

Reports to: Service Manager Approved By:

Revised Date:

OBJECTIVE

The Shop Foreman is responsible for supervising and assisting Technicians with repairing vehicles. Primary objectives include ensuring customer satisfaction and retention, assuring vehicles are fixed during the first visit, coaching and developing Technicians, and providing necessary technical information.

PRIMARY RESPONSIBILITIES

The Shop Foreman 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 Shop Foreman also performs other duties and responsibilities as needed.

### Managing Business Complexity

* Develops and analyzes information to monitor and evaluate the productivity of Technicians.
* Organizes and understands all department information to ensure the Technicians are adequately trained.
* Makes and implements decisions to accomplish goals.
* Utilizes all available information to ensure proper resolution of problems.
* Identifies processes and standards to ensure customer satisfaction and efficient operations.

### Utilizing Fundamental Skills

* Applies information found in technical publications, periodicals, bulletins, etc.
* Uses computer systems to operate within the Service Department.
* Understands and uses new systems or processes the manufacturer or dealership implements.
* Maintains reporting systems required by general management.

**SHOP FOREMAN (continued)**

PRIMARY RESPONSIBILITIES (continued)

* Understands and complies with federal, state, and local regulations that affect Shop Foreman operations, such as safety requirements, 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.
* Takes the initiative to exceed customer satisfaction, even if it requires overcoming obstacles.
* Contacts customers upon receipt of parts.
* Schedules work in a timely and efficient manner.
* Provides accurate estimates to customers on the time frame to complete the vehicle.
* Ensures the quality, safety, and promptness of all repairs by monitoring the progress and completion of vehicles in the shop.
* Performs a quality control check and inspects each vehicle after repairs are completed.
* Maintains quality inspection records.

### Coaching and Leadership

* Creates a positive environment by training, coaching, evaluating, motivating, and rewarding Technicians.
* 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 Department, customer, dealership, and company.
* Delegates work as needed to ensure customer satisfaction while developing employee skills.

**SHOP FOREMAN (continued)**

PRIMARY RESPONSIBILITIES (continued)

* Ensures Service Department employees attend training programs to gain the necessary skills and certifications.

### Communicating With and Valuing Others

* Strives for harmony and teamwork within the department and other departments.
* Communicate verbally and non-verbally, concisely, and enthusiastically in one-on-one and group interactions.
* Listens actively to understand others completely.
* Participates in/conducts weekly department meetings 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.
* Prioritizes work to ensure all deadlines are met.
* Identifies changes to policies and procedures to adapt to changes.

### Applying Business and Technical Knowledge

* Provides technical advice and information to others as needed.
* Identifies repair orders according to established procedures.
* Maintains current industry information available for Technicians.
* Keeps up-to-date on all industry information.
* Uses all available information to identify innovative and efficient business procedures and policies.

**Education**

* Minimum of High School degree or equivalent
* Two years of college with a business-related emphasis
* Valid driver’s license
* ASE or state certification as required

**SHOP FOREMAN (continued)**

PRIMARY RESPONSIBILITIES (continued)

**Experience**

* Two years experience in an auto repair facility is required; more than five years preferred
* One year of supervisory experience

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 the Shop Foreman to perform the primary duties and responsibilities.

### Physical

* Walking about the Service Department
* Bending, lifting, stretching, crawling, reaching, and climbing
* Using physical and manual dexterity
* Driving a vehicle (if a valid driver)
* 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

**SHOP FOREMAN (continued)**

PRIMARY RESPONSIBILITIES (continued)

**Job Description Acknowledgment**

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

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

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