

Source: Job Descriptions > Parts > Parts Manager

Editor's Note:

Descriptions will be available online for one year from date of purchase.
Take the following steps to customize each job description:

- Complete all empty fields as they pertain to the specific job being offered.
 - Remove any duties, qualifications, or other information that is not relevant to the specific job being offered.
 - Enter any additional information specific to the job being offered
-

Job Description

Job Title: Parts Manager

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

Strives to return a satisfactory profit on dealer capital invested in parts inventory. Accomplishes objectives through the use of proper purchasing procedures, inventory control, staff utilization, security, pricing, merchandising, displaying, and advertising.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Forecasts goals and objectives for the department and strives to meet them.

Hires, trains, motivates, counsels, and monitors the performance of all parts department staff.

Prepares and administers an annual operating budget for the parts department.

Maintains a balanced inventory consistent with the requirements of the service department, body shop, wholesale accounts, and the do-it-yourself public.

Establishes pricing parameters in each customer category that generate sufficient gross profit to produce a satisfactory profit while maintaining customer loyalty.

Establishes individual parts inventory levels and balances them for maximum turnover.

Ensures that parts inventory turns _____ times per year.

Monitors and adjusts inventory to minimize obsolescence.

Ensures that all parts are properly tagged so that the dealership recovers full credit from the factory.

Supervises stock order procedures.

Sets and enforces a policy on the special ordering of parts. Ensures that stock orders represent at least _____ percent of all orders.

Analyzes sales, expenses, and inventory monthly to maintain profit goals.

Develops and administers an aggressive wholesale parts program to produce profit.

Ensures that the same high quality level of service provided to outside customers is also provided to internal dealership customers.

Works with the service manager and body shop manager to ensure a timely turnaround of parts needed for internal jobs.

Attends managers meetings.

Holds weekly department meetings.

Analyzes departmental operations and storage layout and revises as needed for maximum effectiveness.

Provides technical assistance to parts department employees.

Monitors parts department employees' payroll records.

Coordinates a prompt, efficient, and timely flow of paperwork.

Directs shipping and receiving efforts to ensure timely processing.

Monitors daily reports such as DOE, DOC, and sales productivity.

Develops and utilizes a lost sales tracking report.

Directs outside parts and counter sales efforts, including a telemarketing program to keep in contact with customers.

Develops sales promotions.

Takes advantage of all manufacturers' inventory co-op advertising.

Develops, enforces, and monitors guidelines for working with customers to ensure maximum customer satisfaction.

Handles customer complaints immediately and according to the dealership's guidelines.

Ensures that all dealership purchases are properly accounted for before payment is made.

Assists in the collection of past-due accounts.

Supervises custodians to ensure that work area is kept clean.

Enforces safety requirements, including but not limited to forklift training and operation, processing of MSDS sheets on all products carried, and OSHA Right-to-Know.

Understands, keeps abreast of, and complies with federal, state, and local regulations that may affect parts sales.

Maintains professional appearance.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.
- Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.
- Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.
- Two to four years related experience and/or training; or equivalent combination of education and experience.
- Four to ten years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE 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 organization.
- 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 groups of managers, clients, customers, and the general public.
- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. 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/or boards of directors.

MATHEMATICAL SKILLS

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, etc.) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

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/Heavy Truck
Diesel Engines Certification for Medium/Heavy Truck
Drive Train Certification for Medium/Heavy Truck
Electrical/Electronic Systems Certification for Medium/Heavy Truck
Gasoline Engines Certification for Medium/Heavy Truck
Heating, Ventilation, and Air Conditioning Certification for Medium/Heavy Truck
Preventive Maintenance Inspection Certification for Medium/Heavy Truck
Suspension and Steering Certification for Medium/Heavy Truck
Automobile Parts Specialist Certification
Medium/Heavy Truck Parts Specialist Certification
Air Conditioning Certification for School Bus
Body Systems and Special Equipment Certification for School Bus
Brakes Certification for School Bus
Diesel Engines Certification for School Bus
Drive Train Certification for School Bus
Electrical/Electronic Systems Certification for School Bus
Suspension and Steering Certification for School Bus
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

Manufacturer Training

Paint Manufacturer Training

State Emission Certification

State Sales License

State Vehicle Inspector Certification

Valid Driver's License

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Job Description

Job Title: Parts Counterperson

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

Sells parts to all customers, over the counter, through the shop, or on the phone.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Assists all customers (retail and shop) in selecting required parts in a friendly, professional, and efficient manner.

Informs customers of companion part requirements and specials, and ensures that the customer is exposed to the full product line.

Answers phone calls, providing price quotes and other information.

Reviews body shop estimates to be sure the parts that are ordered are correct and all pricing is in line with the estimate.

Provides high level of service to internal and external customers.

Pulls and fills orders from stock.

Notifies parts manager of out-of-stock parts or shop materials that need immediate attention.

Locates out-of-stock parts from outside source and submits an emergency order, if necessary.

Notifies the service advisor and the customer when special ordered parts have been received.

Notifies the body shop when all parts have arrived and when they will be delivered.

Pulls orders for delivery to body shop, making sure all parts are tagged with customer names and job number.

Follows up on back-ordered parts.

Verifies will-call and back-order files weekly and returns to vendors, or stocks those items not picked up or required.

Replenishes assigned inventory daily.

Assists outside sales representatives with their orders.

Makes sure all internal requests for parts are billed on service repair order.

Receives payment from retail customers or obtains credit authorization.

Ensures that all charge sales are signed by the customer.

Ensures that all customers receive their copy of the invoice.

Issues credit for parts returned, ensuring that the original invoice, or its number, is available so that purchase and pricing can be verified.

Issues and tracks requested shop tools to technicians.

Keeps orderly records of all repair orders, invoices, insurance estimates, and special order parts.

Sets up orders for daily shipment, delivery, or pick-up.

Solicits assigned accounts by phone.

Keeps front and rear counter areas clean and uncluttered.

Cleans computer terminals and printers daily.

Participates in all training programs that are made available.

Keeps current on new products and product updates.

Participates with the parts manager in maintaining a lost sales tracking program.

Maintains professional appearance.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- No prior experience or training.
- Less than high school education; or up to one month related experience or training; or equivalent combination of education and experience.
- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- 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 organization.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

- Ability to apply common sense understanding to carry out simple one- or two-step instructions. Ability to deal with standardized situations with only occasional or no variables.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Job Description

Job Title: Warranty Clerk

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

Prepares, records, and submits warranty claims to the factory and/or distributor and reconciles them accordingly.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Processes warranty claims on a timely basis for each franchise or distributor.

Processes all warranty paperwork to ensure proper documentation.

Verifies criteria required by factory or distributor.

Reconciles all warranty receivables with payments through the appropriate accounting schedule.

Posts credits on computer.

Resubmits all rejected claims promptly or receives authorization to write them off.

Follows up on payment of outstanding claims.

Tracks warranty parts by tagging with repair order number, date of replacement, and date on which part may be disposed of.

Arranges for parts to be shipped to the factory or distributor, or to be scrapped.

Files and maintains all service records as required by the warrantor.

Keeps informed of all factory recalls and bulletins.

Assists with body shop warranty claims as needed.

Assists with the cashier and telephone duties as needed.

Assists with any clerical needs as directed by the fixed operations manager or the controller.

Maintains a professional appearance and a neat work area.

Performs other duties as assigned.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

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EDUCATION and/or EXPERIENCE

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- One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.
- Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.
- Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- 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 organization.
- 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 groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

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Job Description

Job Title: Service Manager

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

Runs an efficient and profitable service department through productive staffing, customer retention, cost controls, achievement of objectives, and maintenance of all service records. Ensures that the daily inventory of technicians' time is consistently sold to service customers.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Forecasts goals and objectives for the department and strives to meet them.

Hires, trains, motivates, counsels, and monitors the performance of all service department staff.

Prepares and administers an annual operating budget for the service department.

Maintains reporting systems required by general management and the factory.

Attends managers meetings.

Monitors and controls the performance of the department using appropriate reports, tracking systems, and surveys.

Strives for harmony and teamwork within the department and with all other departments.

Develops and implements a marketing plan which promotes new and repeat business.

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.

Accounts for all documents; ensures that none are missing and all are processed correctly.

Holds weekly department meetings.

Directs and schedules the activities of all department employees.

Facilitates and/or conducts technical training and sends employees to appropriate training schools as needed.

Monitors technicians' daily productivity reports and corresponding payroll records.

Monitors and follows up on parts orders with the parts manager to ensure availability.

Initials all repair orders before submitting them to the warranty department, monitoring for sales and hours relative to expectations.

Establishes and maintains good working relationships with customers to encourage repeat and referral business.

Informs repair technicians of time allowances on each repair order.

Maintains high-quality service repairs and minimizes comebacks. Conducts periodic spot checks of completed jobs for thoroughness and quality.

Keeps abreast of new equipment and tools available and recommends purchases.

Ensures that the work areas and customer waiting area are kept clean.

Establishes and maintains good working relationships with vocational and technical schools to enhance personnel recruitment activities.

Serves as liaison with factory representatives.

Ensures the proper care, storage, and inventory of special tools.

Ensures that customers' service files are up-to-date and readily available for reference.

Ensures that all customers are greeted promptly and given fair estimates on costs and time required for repairs and maintenance.

Prepares pricing guides and maintenance menus for frequent labor operations.

Handles customer complaints immediately and according to dealership's guidelines.

Establishes and maintains 24-hour follow-up with all customers to confirm satisfaction with the service experience.

Maintains safe work environment.

Maintains a professional appearance.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.
- Two to four years related experience and/or training; or equivalent combination of education and experience.
- Four to ten years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE 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 organization.

- 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 groups of managers, clients, customers, and the general public.

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MATHEMATICAL SKILLS

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

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

- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

Automotive Service Excellence (ASE) Certifications

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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/Heavy Truck

Diesel Engines Certification for Medium/Heavy Truck

Drive Train Certification for Medium/Heavy Truck

Electrical/Electronic Systems Certification for Medium/Heavy Truck

Gasoline Engines Certification for Medium/Heavy Truck
Heating, Ventilation, and Air Conditioning Certification for Medium/Heavy Truck
Preventive Maintenance Inspection Certification for Medium/Heavy Truck
Suspension and Steering Certification for Medium/Heavy Truck
Automobile Parts Specialist Certification
Medium/Heavy Truck Parts Specialist Certification
Air Conditioning Certification for School Bus
Body Systems and Special Equipment Certification for School Bus
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Diesel Engines Certification for School Bus
Drive Train Certification for School Bus
Electrical/Electronic Systems Certification for School Bus
Suspension and Steering Certification for School Bus
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

Manufacturer Training

Paint Manufacturer Training

State Emission Certification

State Vehicle Inspector Certification

Valid Driver's License

PHYSICAL DEMANDS

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WORK ENVIRONMENT

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Job Description

Job Title: Service Dispatcher

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

Plans, organizes, leads, and controls the flow of service work through the service department in a professional, timely manner while ensuring quality repairs at a fair cost to the customer.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Implements and maintains an effective dispatch system.

Schedules shop work to facilitate maximum productivity in accordance with dealership policy and the technician skill level required.

Prioritizes and controls all comebacks to ensure proper and prompt attention.

Ensures proper repair order documentation, i.e., complaint, cause, and correction noted on every repair order with punch time for each operation.

Reviews job status frequently, logging status and reporting any change in time or cost estimates to the appropriate service advisor and/or customer.

Maintains timely and professional contact with service customers.

Maintains an organized and up-to-date repair log.

Prepares estimates when required.

Reviews hard copies of repair orders turned in by technicians to ensure that assigned work has been performed and the repair order has been completed properly.

Opens and closes repair orders.

Checks customer credit status.

Ensures that technicians follow warranty material disposition procedures.

Communicates job status with the next shift supervisor.

Schedules maintenance for service department vehicles and equipment.

Prepares a list of needed service department equipment, supplies and required repairs, and reviews with the service manager as needed.

Coordinates parts requirements with the parts department-contacts special-order parts customers immediately upon receipt of parts orders to schedule appointment.

Advises parts manager and service manager of repetitive shortage so that corrective action can be taken.

Maintains high customer satisfaction ratings.

Understands, keeps abreast of, and complies with federal, state, and local regulations, such as hazardous waste disposal, OSHA Right-to-Know, etc.

Assists with safety, housekeeping and OSHA Right-to-Know policies and procedures throughout the service department.

Maintains a clean work area.

Maintains a professional appearance.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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- Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.
- Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- 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 organization.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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 - Enter any additional information specific to the job being offered
-

Job Description

Job Title: Fixed Operations Director

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

Manages the efficient and profitable operation of the service, parts, and body shop departments.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Forecasts goals and objectives for the departments and strives to meet them.

Hires, trains, motivates, and monitors the performance of the service and parts department managers.

Prepares and administers an annual operating budget for the service and parts departments.

Maintains reporting systems required by general management and the manufacturer.

Attends managers meetings.

Monitors the performance of the service, parts, and body shop departments.

Strives for harmony and teamwork within the departments and with all other departments.

Understands, keeps abreast of, and complies with federal, state, and local regulations that affect repair operations, such as hazardous waste disposal, OSHA Right-to-Know, etc.

Understands and ensures compliance with manufacturer warranty and policy procedures.

Holds weekly department meetings.

Establishes and maintains good working relationships with customers to encourage repeat and referral business.

Fosters professional employee development and coordinates with department managers to determine need for advanced training.

Maintains high-quality service repairs and minimizes comebacks. Conducts periodic spot checks of completed jobs for thoroughness and quality.

Makes customer satisfaction a department priority, ensuring that service and parts personnel are courteous and respectful in their interaction with customers.

Handles customer complaints immediately and according to dealership's guidelines.

Administers warranty claims, reviews warranty policy adjustments, understands and applies warranty guidelines, ensures correct processing of claims, and communicates warranty information and clarifications to customers.

Develops dealership service and parts pricing plans and recommends to dealer or general manager.

Works with parts and service managers to find ways to improve the overall profitability of the dealership.

Keeps abreast of new equipment and tools available and recommends purchases.

Establishes and maintains good working relationships with vocational and technical schools to enhance personnel recruitment activities.

Serves as liaison with factory representatives.

Maintains safe work environment.

Maintains a professional appearance.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.
- Four to ten years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

- 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 groups of managers, clients, customers, and the general public.
- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. 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/or boards of directors.
- Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of

plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, etc.) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

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/Heavy Truck
- Diesel Engines Certification for Medium/Heavy Truck
- Drive Train Certification for Medium/Heavy Truck
- Electrical/Electronic Systems Certification for Medium/Heavy Truck
- Gasoline Engines Certification for Medium/Heavy Truck
- Heating, Ventilation, and Air Conditioning Certification for Medium/Heavy Truck
- Preventive Maintenance Inspection Certification for Medium/Heavy Truck
- Suspension and Steering Certification for Medium/Heavy Truck
- Automobile Parts Specialist Certification
- Medium/Heavy Truck Parts Specialist Certification
- Air Conditioning Certification for School Bus
- Body Systems and Special Equipment Certification for School Bus
- Brakes Certification for School Bus
- Diesel Engines Certification for School Bus
- Drive Train Certification for School Bus
- Electrical/Electronic Systems Certification for School Bus
- Suspension and Steering Certification for School Bus
- 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

Manufacturer Training

Paint Manufacturer Training

State Emission Certification

State Vehicle Inspector Certification

Valid Driver's License

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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-

Job Description

Job Title: Detailer

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

Cleans and refurbishes new and used automobiles. Conforms to dealership and/or manufacturer specifications and time allowances.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Washes vehicle exterior, cleans interior and exterior windows, and wipes down doorjambs.

Applies wax to auto body, and wipes or buffs surface.

Vacuums interior of vehicles to remove loose dirt and debris.

Cleans upholstery, rugs, and other surfaces, using appropriate cleaning agents, applicators, and cleaning devices.

Applies revitalizers and preservation agents to interior vinyl or leather surfaces and treats fabrics with spot- and stain-resistant chemicals.

Cleans engine and engine compartment with steam-cleaning equipment and various cleaning agents.

Applies special-purpose cleaners to remove foreign materials which normal cleaning procedures do not remove, utilizing experience and judgment and following product manufacturer's recommendations.

Inspects vehicles for noticeable defects, such as dents, scratches, torn upholstery, and poor mechanical operation.

Restores appearance of engine area, rugs and upholstery, and painted surfaces. Uses touch-up paint, dyes, and other appropriate materials.

Uses proper eye, hand, and body protection when using products that require protection.

Fills vehicle with fuel.

Applies dressing on tires and tire wells.

Replaces missing or defective small parts.

Maintains showroom and stock vehicles in clean and presentable condition at all times.

Ensures proper stickers are displayed in the vehicle's window.

Removes all window stickers on sold vehicles.

Keeps work area neat and clean.

Operates all tools and equipment in a safe manner.

Reports any safety issues immediately to management.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- No prior experience or training.
- Less than high school education; or up to one month related experience or training; or equivalent combination of education and experience.
- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

- Ability to read a limited number of two- and three-syllable words and to recognize similarities and differences between words and between series of numbers. Ability to print and speak simple sentences.
- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS

- Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

- Ability to apply common sense understanding to carry out simple one- or two-step instructions. Ability to deal with standardized situations with only occasional or no variables.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

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Job Description

Job Title: Service Advisor

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

AUTOMOTIVE SERVICE ADVISORS greet customers, listen to their description of the problems or service needed, determine the type of service required, and prepare repair orders. If a vehicle requires additional repairs not covered in the original order, they estimate the additional cost and telephone the customer for permission to do the work, They also advise customers on other available services.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Advises customers about necessary service for routine maintenance.

Helps identify a mechanical problem by questioning the customer or doing a visual inspection or road test.

Confers with customers about inspection results, recommend corrective procedures, and prepare work order for needed repairs.

Prepares a repair order showing time, cost and labor estimates for service.

Writes a brief description of the customer's concern on the repair order to help the technician locate the problem.

Explains the work performed and the repair order charges to the customer.

Handles customer complaints.

Schedules service appointments. Obtains customer and vehicle data prior to arrival when possible.

Greets customers in a timely, friendly manner and obtains vehicle information.

Test drives the vehicle with customer as needed to confirm the problem or refer to test technician.

Refers to service history, inspects vehicle, and recommends additional needed service.

Advises customers on the care of their cars and the value of maintaining their vehicles in accordance with manufacturers' specifications.

Provides a complete and accurate written cost estimate for labor and parts.

Establishes "promised time." Checks with dispatcher, if necessary.

Obtains customer's signature on repair order; provides customer with a copy.

Establishes customer's method of payment. Obtains credit approval, if necessary.

Notifies dispatcher of incoming work.

Checks on progress of repair throughout the day. Contacts customers regarding any changes in the estimate or promised time, explains cost and time requirements in detail, and gets proper authorization before any additional repairs are performed.

Implements and maintains a service marketing program.

Reviews repair orders to ensure that work is completed and additional work and authorization is noted. Closes repair order as appropriate.

Ensures that vehicles are parked in assigned areas. Makes sure they are locked and all keys are marked and put away correctly.

Keeps service department forms, menus and pricing guides up-to-date.

Implements a quality control process to eliminate comebacks.

Maintains high customer satisfaction standards.

Handles telephone inquiries regarding appointments and work in process.

Inspects all vehicles for body work, informs customer if work is needed, and provides an estimate for body work.

Maintains a professional appearance.

Keeps work area clean.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.
- Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.
- Two to four years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE 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 organization.
- 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 groups of managers, clients,

customers, and the general public.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

Automotive Service Excellence (ASE) Certifications

Manufacturer Training

Valid Driver's License

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

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-

Job Description

Job Title: Used-vehicle Salesperson

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

Sells used vehicles while achieving and maintaining appropriate levels of gross profit, volume, and customer satisfaction.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Satisfies the transportation needs of used-vehicle purchasers.

Approaches, greets, and offers assistance or direction to any customer who enters the dealership showroom or sales lot.

Assists customers in selecting a vehicle by asking questions and listening carefully to their responses.
Suggests alternative vehicles if necessary.

Understands the terminology of the automobile business and keeps abreast of changes in product technology, incoming inventory, features, accessories, etc.

Provides thorough product information and demonstration to all prospects.

Offers test drives to all prospects. Follows dealership procedure to obtain proper identification from customer before test drive begins.

Exhibits a high level of commitment to customer satisfaction.

Utilizes dealership sales control and follow-up system.

Knows and understands the federal, state, and local laws which govern retail auto sales.

Establishes personal income goals that are consistent with dealership standards of productivity, and devises a strategy to meet those goals.

Knows and understands equity and values, and is able to explain depreciation to the customer.

Ensures that the sales manager has an opportunity to meet each customer.

Turns 100 percent of closed deals to finance and insurance manager and presents properly completed paperwork (i.e., insurance information, trade title, etc.).

Prepares sold vehicles for customer delivery (i.e., cleans vehicles, fills gas tank, and ensures all features are operational) prior to customer arrival.

Delivers vehicles to customers, ensuring that the customer understands the vehicle's operating features, warranty, and paperwork.

Introduces customers to service department personnel to emphasize to them the quality and efficiency of service repairs and maintenance available in the dealership's service department.

Schedules first service appointment.

Follows up on all post-delivery items, tag/title work, "we-owes," and special requests to be sure that all customer expectations are met.

Maintains an owner follow-up system that encourages repeat and referral business and contributes to customer satisfaction.

Maintains a prospect development and follow-up system.

Works with the service department and body shop to ensure that vehicles are properly reconditioned on schedule.

Attends sales meetings.

Helps with the used-vehicle inspection process.

Helps to keep the used-vehicle department neat and clean.

Maintains a professional business appearance.

Writes complete sales orders and processes paperwork in accordance with established dealership policies.

Reviews and analyzes actions at the end of each day, week, month, and year to determine how to better utilize time and plans more effectively.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- Less than high school education; or up to one month related experience or training; or equivalent combination of education and experience.
- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- One-year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.
- Associate's degree (A.A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.
- Bachelor's degree (B.A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- 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 organization.
- 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 groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

State Sales License

Valid Driver's License

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

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-

Job Description

Job Title: Used-vehicle Sales Manager

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

Ensures customer retention and the profitability of this profit center by recruiting qualified sales personnel. Assumes responsibility for appraising, purchasing, reconditioning, displaying, and merchandising the used vehicle inventory.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Forecasts goals and objectives for sales, gross, and key expenses on a monthly and annual basis.

Hires, motivates, counsels, and monitors the performance of all used-vehicle sales employees.

Prepares and administers an annual operating forecast and budget for the used-vehicle sales department.

Understands, keeps abreast of, and complies with federal, state, and local regulations that affect used-vehicle sales.

Directs and schedules the activities of all department employees, ensuring proper staffing at all times.

Assists individual salespeople in setting aggressive yet realistic monthly goals and objectives and provides them with the support to meet these goals.

Ensures proper follow-up of all potential buyers by developing, implementing, and monitoring a prospecting and sales control system.

Develops, implements, and monitors a follow-up system for used-vehicle purchasers.

Maintains vehicle inventory. Monitors customers likes and dislikes, lost sales, and dealership sales history and conducts local market analyses to determine which vehicles to stock.

Processes salesperson commission sheets daily and monitors the payroll records of all used-vehicle salespeople.

Conducts daily and weekly sales and sales training meetings.

Establishes and enforces product-knowledge standards.

Oversees the efforts of used-vehicle salespeople to enhance the image and customer satisfaction ratings of the dealership.

Helps salespeople close deals.

Ensures 100 percent turnover of each customer to F&I.

Communicates daily with the new-vehicle sales manager regarding units needed for used-vehicle inventory.

Ensures that used-vehicle salespeople are informed of all new inventory and current advertising efforts, including special sales.

Studies newspaper ads and any other sources available to find good-quality, low-mileage units.

Enforces a ____-day turn policy.

Appraises all incoming used vehicles.

Ensures that cosmetic and mechanical reconditioning is performed within the dealership's cost and time limitations.

Plans and controls the display of used vehicles.

Establishes and controls wholesaling activities.

Establishes delivery procedures and ensures that delivery includes an introduction to the service department and scheduling of the first service appointment.

Assists in the development of advertising campaigns and other promotions.

Keeps abreast of auto auction activity and prices and attends auctions on a regular basis.

Approves all paperwork from auctions and provides proper documentation to the office for purchases.

Notifies the used vehicle department manager of anticipated delivery of purchases.

Tracks results of auction purchases and compares gross profits of auction vehicles with those of trade-ins.

Develops and maintains outside sources (wholesalers and retailers) for both buying and selling units.

Handles customer complaints immediately and according to dealership's guidelines.

Attends managers meetings.

Maintains professional appearance.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.
- Two to four years related experience and/or training; or equivalent combination of education and experience.
- Four to ten years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

- 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 groups of managers, clients, customers, and the general public.
- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. 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/or boards of directors.
- Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, musical notes, etc.,) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

NADA Salesperson Certification

State Sales License

Valid Driver's License

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Editor's Note:

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-

Job Description

Job Title: Used-vehicle Wholesale Manager

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

Provides the used-vehicle sales department with a supply of marketable used vehicles within management's financial guidelines and purchasing policies, and assists with used-vehicle department management as directed.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Discusses purchasing requirements and forecasts sales for future months with used-vehicle manager.

Attends auctions approved by management and purchases vehicles.

Approves all paperwork from auctions and provides proper documentation to the office for purchases.

Notifies the used vehicle department manager of anticipated delivery of purchases.

Tracks results of auction purchases and compares gross profits from auction vehicles with those of trade-ins.

Analyzes sales history and local area trends to determine the best purchasing mix.

Tracks customer interest in vehicles not in stock (lost sales).

Keeps abreast of current market and current valuation of used vehicles.

Appraises vehicle trades along with the used-vehicle department manager.

Keeps abreast of and ensures compliance with all federal and state laws and regulations regarding the used-vehicle industry.

Develops and maintains outside sources (wholesalers and retailers) for both buying and selling units.

Handles wholesaling of aged inventory and unwanted trades.

Maintains professional appearance.

Attends managers meetings as requested.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.
- Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.
- Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE 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 organization.
- 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 groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

State Sales License

Valid Driver's License

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

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Job Description

Job Title: Special Finance Manager

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

ESSENTIAL DUTIES

The special finance manager (SFM) structures car deals for clients with subprime credit who fall outside the conventional system, in compliance with special finance lender guidelines and auto dealership policy, resulting in quick funding, and a high level of customer satisfaction.

Essential Duties include the following. Other duties may be assigned.

Knows and implements dealership policies and procedures.

Maintains a clean and organized office.

Communicates all problem deals to management immediately.

Addresses missing stipulations communicated from lender immediately.

Adheres to a standard of professional ethics and is respectful to customers.

Knowledgeable in state regulations regarding finance and the Fair Credit Reporting Act.

Interacts with appropriate departments.

Train and supervises sales staff.

Structures deals in accordance with lender and dealership guidelines.

Never intentionally misrepresents a deal.

Books out deals accurately. Never misrepresents equipment.

Performs credit interview, prepares credit application.

Verifies accuracy of all material information on the credit application and submits to lender.

Maintains confidentiality of customer information.

Discloses financial information to customers.

Sells credit insurance and service contracts.

Maintains good lender relations.

Maintains a lender guide of programs currently used and obtains a working knowledge of them.

Evaluates new lender programs.

Goes over deals with lenders. Works all deals diligently.

Maintains current inventory log and makes recommendations to management.

Helps move old inventory.

Maintains a call-in log and contracts in transit log (funding package).

Trains administrative personnel on assembling funding packages.

Reviews funding packages prior to mailing.

Shows and demonstrates vehicles when necessary.

Designs and places advertising for special finance.

Analyzes credit reports, able to recognize a conventional deal and turns over accordingly.

Properly costs special finance deals (prepares profit sheets).

Receipts deposits immediately.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

Prepares weekly and monthly reports as requested by management.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

A successful Special Finance Manager needs the product knowledge, professionalism, and empathy that customers look for today. Communication is extremely important in a business department as it contributes to team building with sales and the General Office.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Recommend 2 years as an F&I Manager or assistant

LANGUAGE SKILLS

Bilingual is a plus

MATHEMATICAL SKILLS

Excellent math and computer acumen

REASONING ABILITY

CERTIFICATES, LICENSES, REGISTRATIONS

AFIP certification

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable

individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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-

Job Description

Job Title: Social Media Coordinator

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

ESSENTIAL DUTIES

The primary goal of the Social Media Coordinator is to maintain all dealership websites, feeds, blogs, and online galleries.

Essential Duties include the following. Other duties may be assigned.

Ensures relevant content on all social media.

Monitor customer comments and feedback and ensure reputation management policies are in place.

Attends all sales and service meetings to gather information on daily, weekly, and monthly customer goals.

Stays informed on all department specials and incentives and ensures that expired offers are promptly removed from sites.

Plans weekly and monthly enthusiasm events and employee team-building events and places on proper media platform.

Works with all departments and outside media to ensure proper placement on sites.

Is proactive in looking for opportunities to promote dealership awareness and community involvement on social media sites.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

Participates in community activities with product knowledge and informational sessions.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

A successful Social Media Coordinator needs the product knowledge, professionalism and empathy that customers look for today. Communication is extremely important in a sales department as it contributes to team-building with the service and sales departments.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Automotive Marketing Degree

Retail experience helpful

LANGUAGE SKILLS

Bilingual is a plus

MATHEMATICAL SKILLS

REASONING ABILITY

CERTIFICATES, LICENSES, REGISTRATIONS

Manufacturer Training

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

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Job Description

Job Title: Showroom Receptionist/Greeter

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

Serves as a front-line representative for the dealership. Greets customers as they enter the showroom, answers basic inquiries, and directs them to the appropriate party.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Greets showroom customers and determines the nature of their visit.

Obtains and records basic demographic information about each customer, using dealership sales control system.

Hands out brochures and other information to customers.

Answers basic customer inquiries. Refers more extensive inquiries to the appropriate person.

Directs customers to the correct department, notifies the appropriate salesperson that a customer is waiting, or introduces the customer to a salesperson.

Greets customers in the service department during morning rush hour and obtains basic customer information.

Serves as telephone back-up.

Serves as clerical back-up.

Maintains professional appearance.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- No prior experience or training.
- Less than high school education; or up to one month related experience or training; or equivalent combination of education and experience.
- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- 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 organization.

MATHEMATICAL SKILLS

- Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License

PHYSICAL DEMANDS

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WORK ENVIRONMENT

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-

Job Description

Job Title: Sales Manager

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

Directs the sales activities of the dealership by performing the following duties personally or through subordinate supervisors.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Hires, trains, motivates, counsels, and monitors the performance of all salespeople.

Directs sales staffing and training in ways that will enhance the development and control of sales programs.

Establishes annual and monthly objectives for unit sales, gross profits, expenses, and operating profit.

Monitors salesperson productivity and performance.

Orders/acquires new- and used-vehicle inventory.

Administers and monitors factory-sponsored programs.

Displays, merchandises, and promotes new- and used-vehicles.

Reviews market analyses and sales reports to determine customer needs, and volume potential, and develops sales campaigns to accommodate the goals of the dealership.

Serves as liaison between sales department and other departments.

Analyzes and controls expenditures to conform to budgetary requirements.

Schedules and plans New Owner Clinics as a follow-up to the delivery process.

Maintains a professional appearance.

Attends managers meetings as requested.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.
- Two to four years related experience and/or training; or equivalent combination of education and experience.
- Four to ten years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

- 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 groups of managers, clients, customers, and the general public.
- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. 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/or boards of directors.
- Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, etc.) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

State Sales License

Valid Driver's License

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to

successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

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-

Job Description

Job Title: New-vehicle Salesperson

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

Sells new vehicles at dealership gross profit, volume, and customer satisfaction standards.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Sells and delivers a minimum number of vehicles per month.

Writes complete sales orders and processes paperwork in accordance with dealership policies.

Utilizes dealership sales control and follow-up systems.

Attends product and sales training courses as requested by sales manager.

Keeps up-to-date on new products and services within the industry.

Maintains an owner follow-up system that encourages repeat and referral business and contributes to customer satisfaction.

Maintains a prospect development system.

Conducts business in an ethical and professional manner.

Satisfies the transportation needs of new-vehicle purchasers.

Approaches, greets, and offers assistance or direction to any customer who enters the dealership showroom or sales lot.

Assists customers in selecting a vehicle by asking questions and listening carefully to their responses.

Fully explains product performance, application, and benefits to prospects.

Describes all optional equipment available for customer purchase.

Offers test drives to all prospects. Follows dealership procedure to obtain proper identification from customer prior to test drive.

Exhibits high level of commitment to customer satisfaction.

Knows and understands the federal, state, and local laws that govern retail auto sales.

Establishes personal income goals that are consistent with dealership standards of productivity, and devises a strategy to meet those goals.

Keeps abreast of new products, features, accessories, etc., and their benefits to customers.

Knows and understands equity and values, and is able to explain depreciation to the customer.

Ensures that the sales manager has an opportunity to meet each customer.

Turns 100 percent of closed deals to finance and insurance manager, along with properly completed paperwork (insurance information, trade title, etc.).

Prepares sold vehicles for customer delivery prior to customer arrival.

Delivers vehicles to customers, ensuring that each customer understands the vehicle's operating features, warranty, and paperwork.

Introduces customers to service department personnel to emphasize the quality and efficiency of service repairs and maintenance available in the dealership's service department.

Schedules first service appointment.

Follows up on all post-delivery items, tag/title work, "we-owes," and special requests to be sure that all customer expectations are met.

Reviews and analyzes actions at the end of each day, week, month, and year to determine how to better utilize time and plans more effectively.

Attends sales meetings.

Maintains professional appearance.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- No prior experience or training.
- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- One-year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.
- Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.
- Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.
- Two to four years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- 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 organization.
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- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. 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/or boards of directors.

MATHEMATICAL SKILLS

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

State Sales License

Valid Driver's License

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

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Job Description

Job Title: New-vehicle Sales Manager

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

Ensures customer retention and profitability in this profit center by hiring, training, and measuring the performance of salespeople and establishing customer-focused sales standards.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Forecasts goals and objectives for sales, gross, and key expenses on a monthly and annual basis.

Hires, trains, motivates, counsels, and monitors the performance of all new-vehicle sales employees.

Prepares and administers an annual operating budget for the new-vehicle sales department.

Understands, keeps abreast of, and complies with federal, state, and local regulations that affect new-vehicle sales.

Directs and schedules the activities of all department employees, ensuring proper staffing at all times.

Assists individual salespeople in setting aggressive yet realistic monthly goals and objectives and provides them with the support to meet these goals.

Maintains an accurate daily log that reflects all sales activities in the dealership.

Ensures proper follow-up of all potential buyers by developing, implementing, and monitoring a prospecting and sales control system.

Develops, implements, and monitors a follow-up system for new-vehicle purchasers.

Maintains teamwork in a customer-focused sales environment throughout the sales, delivery, and follow-up process.

Conducts daily and weekly sales meetings.

Provides effective communication throughout the new-vehicle department as well as interdepartmentally.

Ensures that new-vehicle salespeople understand and follow dealership policies and procedures.

Provides proper product and training resources for salespeople on a regular and continuous basis.

Oversees the efforts of new-vehicle salespeople to enhance the image and customer satisfaction ratings of the dealership.

Works with salespeople on programs that will increase the new-car gross and F&I penetration.

Develops incentive programs along with dealer and other managers.

Helps salespeople close deals when necessary.

Completes deal settlement sheets and turns into accounting office in a prompt and timely manner.

Establishes and maintains standards for the delivery of vehicles to customers.

Schedules first service appointment at time of delivery.

Provides dealer with accurate floor traffic control data on a daily basis.

Processes salesperson commission sheets and monitors payroll records of salespeople.

Reviews inventory daily to ensure the proper mix of grounded stock for maximum turnover efficiency.

Recommends to the general sales manager the new-car inventory to be carried by color, model, and equipment, based on a variety of customer and market analyses.

Assists the used-vehicle department with trade appraisals as needed.

Directs merchandising and advertising efforts for the new-vehicle department in conjunction with the sales managers and dealer.

Assists in the development of advertising campaigns and other promotions.

Attends managers meetings as requested.

Maintains professional appearance.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.
- Two to four years related experience and/or training; or equivalent combination of education and experience.
- Four to ten years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

- 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 groups of managers, clients, customers, and the general public.
- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. 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/or boards of directors.

- Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

State Sales License

Valid Driver's License

PHYSICAL DEMANDS

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WORK ENVIRONMENT

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-

Job Description

Job Title: General Sales Manager

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

Assumes responsibility for customer retention and profitability in the new- and used-vehicle profit centers. Fulfills responsibilities primarily through effective personnel management, knowledge of market potential, established performance standards, and a keen awareness of each department's break-even data.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Hires, trains, supervises, and monitors the performance of the new- and used-vehicle department managers.

Participates in the preparation of the annual dealership forecast by projecting unit sales, gross profits, expenses, and operating profits for the new- and used-sales departments.

Meets with sales managers (new and used) to establish annual and monthly objectives for unit sales, gross profits, expenses, and operating profit.

Ensures that sales managers (new and used) understand dealership policies, procedures, and sales systems.

Provides feedback annually to new-and used-vehicle department personnel during career development sessions.

Works with dealer and general manager to determine appropriate days supply for new and used vehicles and orders/acquires vehicle inventory accordingly.

Establishes standards for displaying, merchandising, and maintaining new and used vehicles.

Establishes procedures for quick disposal of over-aged vehicles.

Issues all demonstrators and ensures that appropriate dealership records are maintained.

Checks the condition of all demonstrators monthly.

Audits repair orders for used vehicles as needed to ensure prompt reconditioning.

Meets with the general manager to review monthly forecasts, commission sheets, productivity reports, and the profit performance of each department as a whole and each salesperson individually.

Studies local market conditions, demographics, and past sales history. Makes recommendations to the general manager regarding short- and long-range advertising plans, sales promotions, staffing needs, lease promotions, and compensation plans.

Conducts major sales promotions and advertising as needed (i.e., used car classifieds, large new display ads, radio, Internet, etc.).

Approves all sales incentives in writing before submitting to the office.

Addresses customer complaints to ensure high level of customer satisfaction.

Creates systems that ensure ongoing sales training, including weekly sales meetings.

Audits all appraisals of trade-in vehicles. Attends auction at least once monthly.

Reviews and initials all deals before they are posted.

Facilitates new-vehicle pre-delivery with the service manager.

Makes sure facility is secure, well lit, and professional in appearance.

Maintains a professional appearance.

Attends managers meetings as requested.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

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

LANGUAGE SKILLS

• Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. 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/or boards of directors.

• Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

• Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

• Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, etc.) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

State Sales License

Valid Driver's License

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

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-

Job Description

Job Title: Delivery Coordinator

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

Sells vehicle accessories and aftermarket services. Ensures customer satisfaction by professionally delivering vehicles to customers.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Maximizes the profitability of each sale by selling vehicle accessories and aftermarket services and ensuring 100 percent turnover to F&I.

Works with dealership departments and outside vendors to develop profitable, but competitive, pricing structure for aftermarket products and services.

Verifies that all sales documentation and related paperwork have been correctly and fully completed.

Supervises delivery preparation of all sold vehicles, ensuring that purchased options have been properly installed and that all features are fully operational.

Coordinates delivery of vehicles to customers, providing tour of dealership facilities and introducing customer to appropriate dealership personnel including service manager or available service advisor.

Develops, implements, and maintains an owner follow-up program to encourage repeat and referral business, and ensures that every customer is satisfied with the delivery and performance of his/her car. Establishes procedures for addressing customer concerns or complaints promptly.

Encourages new business by developing, implementing, and monitoring a successful customer tracking and prospecting system.

Maintains frequent contact with manufacturer and other vendors to ensure a thorough knowledge of current leasing, sales, and incentive programs.

Helps salespeople close deals when necessary.

Maintains professional appearance.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- No prior experience or training.
- Less than high school education; or up to one month related experience or training; or equivalent combination of education and experience.
- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.
- Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.
- Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- 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 organization.
- 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 groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

State Sales License

Valid Driver's License

PHYSICAL DEMANDS

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WORK ENVIRONMENT

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-

Job Description

Job Title: Finance & Insurance Manager

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

Controls the Sale: The F&I manager's job is to secure each sale and ensure that every vehicle sold is delivered.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Protects gross profit by arranging financing so outside sources do not have an impact on selling margins.

Establishes lender relations that tie the customer closer to the dealership.

Generates additional income through the sales of credit insurance, vehicle service contracts, GAP coverage, and maintenance plans.

Maintains control of all paperwork until it is ready to be turned into the general office.

Responsible for all paperwork involved with the sale of the vehicle, including obtaining customer signatures and securing payoff and insurance information.

Converts cash deals to finance.

Establishes and maintains good working relationships with several finance sources, including the manufacturer.

Processes finance and lease deals accurately and fairly through financial sources to secure approval.

Conducts business in an ethical and professional manner.

Processes all federal, state, and dealer paperwork related to vehicle transaction.

Understands and complies with federal, state, and local regulations that affect the new- and used-vehicle and finance departments.

Completes paperwork necessary for vehicle sales and leases in a timely and efficient manner.

Checks all paperwork for correct title, lien information, taxes, etc., before forwarding to accounting.

Acquires and maintains current state insurance license, completing continuing credit insurance education as needed.

Provides customers with complete explanation of manufacturer and dealership service procedures and policies.

Manages the alternative finance source program to ensure that several sources are available.

Seeks insurance companies for insurance paper.

Maintains insurance files.

Sets up and maintains a program that will ensure 100 percent turnover to the F&I department.

Provides sales force and sales managers with current information about finance and lease programs continually.

Trains the sales staff regarding the benefits of financing, insurance and extended service programs.

Works with sales managers to secure a reasonable profit from every sale.

Coordinates finance forecasting with sales department forecasting to achieve desired levels of penetration and income.

Ensures collection of all finance and insurance fees.

Takes all credit applications.

Prepares reports on finance penetration.

Attends managers meetings.

Handles all rate quotations.

Develops and monitors guidelines for working with customers to ensure maximum customer satisfaction.

Supervises and trains designated backup to ensure continued efficiency and profitability in the F&I manager's absence.

Maintains an adequate and current supply of all required contracts and paperwork needed for completion and finalization of car deals.

Maintains a professional appearance.

Maintains a clean and professional work environment.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

A successful F&I manager needs the product knowledge, professionalism, and empathy that customers look for today. Communication is extremely important in a business department as it contributes to team-building with sales and the General Office.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

LANGUAGE SKILLS

MATHEMATICAL SKILLS

REASONING ABILITY

CERTIFICATES, LICENSES, REGISTRATIONS

AFIP certification.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

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-

Job Description

Job Title: Business Development Center Manager

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

The Business Development Center Manager supervises a team that answers all incoming calls to the dealership profit centers.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Downloads and follows up on all dealership manifest and opportunities lists.

Answers all inbound profit center calls – sales, service, parts and body shop.

Makes outbound prospecting calls inviting prospects to the dealership.

Make CSI follow-up calls.

Contacts all no-shows to reschedule missed appointments.

Advises customers on special-order parts status, appointment reminders, and recall campaigns.

Works on service drive contacting customers for test drive opportunities.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

Participates in community activities with product knowledge and informational sessions.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

A successful Business Development Center Manager needs the product knowledge, professionalism and empathy that customers look for today. Communication is extremely important in a sales department as it contributes to team-building with all dealership departments.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Automotive Marketing Degree

Retail experience helpful

LANGUAGE SKILLS

Bilingual is a Plus

MATHEMATICAL SKILLS

REASONING ABILITY

CERTIFICATES, LICENSES, REGISTRATIONS

Manufacturer Training

PHYSICAL DEMANDS

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WORK ENVIRONMENT

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Job Description

Job Title: Accessories Manager

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

The Accessories Manager sells and merchandises all OEM and aftermarket products for the dealership. This position plans and forecasts monthly objectives and works in concert with the new, used, parts, and service departments to maximize gross profit opportunities.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Merchandises all OEM and aftermarket accessory displays.

Maintains show books and photo galleries of accessorized vehicles.

Maintains inventory and back stock items.

Ensures proper installation of dealer-installed items is performed before delivery.

Attends all sales and service meetings as the resource expert on all accessory questions.

Keeps informed on all products and trends in the market and attends industry events as an ambassador of the dealership.

Works on service drive contacting customers for sales opportunities.

Communicates with sales and service departments and facilitates team-building.

Maintains professionalism at all times.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

Participates in community activities with product knowledge and informational sessions.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

A successful Accessories Manager needs the product knowledge, professionalism and empathy that customers look for today. Communication is extremely important in a sales department as it contributes to team-building with all dealership departments.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Automotive Marketing Degree

Retail experience helpful

LANGUAGE SKILLS

Bilingual is a plus

MATHEMATICAL SKILLS

REASONING ABILITY

CERTIFICATES, LICENSES, REGISTRATIONS

Manufacturer Training

PHYSICAL DEMANDS

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WORK ENVIRONMENT

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Job Description

Job Title: Assistant Sales Manager

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

Helps the sales manager to monitor the new- and used-vehicle sales departments and the performance of all employees within those two departments.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Assists in hiring, training, motivating, counseling and monitoring the performance of all new- and used-vehicle sales personnel.

Assists in directing and scheduling the activities of all department employees, ensuring proper staffing at all times.

Assists in developing the sales department budget and minimizing expenses.

Assists in forecasting aggressive yet realistic monthly goals and objectives for the department and for individual salespeople and provides them with the support to meet these goals.

Assists in the development of improvement programs for salespeople who are having difficulty reaching their objectives.

Ensures that dealership policies and procedures are understood and followed by salespeople.

Helps the sales manager maintain a balanced inventory based on customer and market statistics.

Assists salespeople in closing deals when necessary.

Shares responsibility with the sales manager for planning and leading sales meetings.

Understands, keeps abreast of, and complies with federal, state, and local regulations that affect vehicle sales.

Strives for harmony and teamwork with all other departments.

Maintains professional appearance.

Attends managers meetings as requested.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.
- Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.
- Two to four years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE 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 organization.
- 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 groups of managers, clients, customers, and the general public.
- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. 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/or boards of directors.

MATHEMATICAL SKILLS

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

State Sales License

Valid Driver's License

PHYSICAL DEMANDS

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WORK ENVIRONMENT

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-

Job Description

Job Title: Automobile Salesperson

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

Sells/leases new- and used-vehicles at dealership gross profit, volume, and customer satisfaction standards.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Sells and delivers a minimum number of vehicles per month.

Writes complete sales orders and processes paperwork in accordance with dealership policies

Utilizes dealership sales control and follow-up systems.

Attends product and sales training courses as requested by sales manager.

Keeps up-to-date on new products and services within the industry.

Maintains an owner follow-up system that encourages repeat and referral business and contributes to customer satisfaction.

Maintains a prospect development system.

Conducts business in an ethical and professional manner.

Satisfies the transportation needs of vehicle purchasers.

Approaches, greets, and offers assistance or direction to any customer who enters the dealership showroom or sales lot.

Assists customers in selecting a vehicle by asking questions and listening carefully to their responses.

Explains fully product performance, application, and benefits to prospects.

Describes all optional equipment available for customer purchase.

Offers test drives to all prospects. Follows dealership procedure to obtain proper identification from customer prior to test drive.

Exhibits high level of commitment to customer satisfaction.

Knows and understands the federal, state, and local laws which govern retail automobile sales.

Establishes personal income goals that are consistent with dealership standards of productivity, and devises a strategy to meet those goals.

Keeps abreast of new products, features, accessories, etc., and their benefits to customers.

Knows and understands equity and values, and is able to explain depreciation to the customer.

Ensures that the sales manager has an opportunity to meet each customer.

Turns 100 percent of closed deals to finance and insurance manager, along with properly completed paperwork (insurance information, trade title, etc.).

Prepares sold vehicles for customer delivery prior to customer arrival.

Delivers vehicles to customers, ensuring that the customer understands the vehicle's operating features, warranty, and paperwork.

Introduces customers to service department personnel to emphasize to them the quality and efficiency of service repairs and maintenance available in the dealership's service department.

Schedules first service appointment.

Follows up on all post delivery items, tag/title work, "we-owes", and special requests to be sure that all customer expectations are met.

Reviews and analyzes actions at the end of each day, week, month, and year to determine how to better utilize time and plans more effectively.

Attends sales meetings.

Maintains professional appearance.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- No prior experience or training.
- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- One-year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.
- Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.
- Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to

customers, clients, and other employees of the organization.

- 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 organization.
- 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 groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

State Sales License

Valid Driver's License

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Editor's Note:

Descriptions will be available online for one year from date of purchase.
Take the following steps to customize each job description:

- Complete all empty fields as they pertain to the specific job being offered.
 - Remove any duties, qualifications, or other information that is not relevant to the specific job being offered.
 - Enter any additional information specific to the job being offered
-

Job Description

Job Title: Accounting Clerk

Department:

Reports To:

FLSA Status:

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Revised Date:

SUMMARY

Obtains financial data for use in maintaining accounting records by performing the following duties.

ESSENTIAL DUTIES

Essential Duties include the following. Other duties may be assigned.

Compiles and sorts documents, such as invoices and checks, substantiating business transactions.

Verifies and posts details of business transactions, such as funds received and disbursed, and totals accounts.

Computes and records charges, refunds, cost of lost or damaged goods, freight charges, etc.

Prepares vouchers, invoices, checks, account statements, reports, and other records.

Performs other duties as assigned.

Maintains a professional appearance and a neat work area.

MARGINAL DUTIES

Marginal Duties include the following. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- No prior experience or training.

- Less than high school education; or up to one month related experience or training; or equivalent combination of education and experience.
- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.
- Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.
- Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.
- Two to four years related experience and/or training; or equivalent combination of education and experience

LANGUAGE SKILLS

- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- 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 organization.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

- Ability to apply common sense understanding to carry out simple one- or two-step instructions. Ability to deal with standardized situations with only occasional or no variables.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.