TITLE: Shop Foreman/Dispatcher

REPORTS TO: Service Manager

POSITION INFORMATION:

The Shop Foreman/Dispatcher 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.

DUTIES AND RESPONSIBILITIES:

(Dealer: For each job function, check ''E'' if it is essential in your dealership or ''M'' if it is marginal.)

Management-related:

E( ) M( ) Maintain Customer Satisfaction Index rating at least comparable to that of the manufacturer, zone or branch average.

E( ) M( ) Maintain a dealership-prescribed standard for ''hours per customer repair order written.''

E( ) M( ) Understand and follow federal, state and local regulations, such as those governing the disposal of hazardous wastes, OSHA right-to-know, etc.

E( ) M( ) Ensure that all documents are accounted for.

E( ) M( ) Accomplish the forecast that has been established by the general manager and service manager.

Customer-related:

E( ) M( ) Maintain contact with service customers on a timely basis and in a professional manner.

E( ) M( ) Schedule shop work as efficiently as possible in accordance with dealership policy.

E( ) M( ) Check job status as often as necessary, but at least twice each shift. Report to customer any change in time promised and notify him or her of any additional repairs that may be required.

E( ) M( ) Open and close repair orders.

E( ) M( ) Check customer credit status.

E( ) M( ) Handle routine complaints and make adjustments for jobs that require one hour or less. Recommend adjustments greater than this to the Service Manager.

Other:

E( ) M( ) Advise the credit department when a job exceeds the initial estimate.

E( ) M( ) Prepare a list of equipment, supplies and repairs required, and review with the Service Manager as needed.

E( ) M( ) Assign work to technicians.

E( ) M( ) Ensure that technicians follow warranty material disposition procedures.

E( ) M( ) Prepare estimates when required. Review any estimate over $\_\_\_\_\_\_\_\_\_ with the Service Manager before quoting.

E( ) M( ) Administer safety and housekeeping policies and procedures.

E( ) M( ) Review hard copies turned in by technicians to ensure that assigned work has been performed and the repair order has been completed properly.

E( ) M( ) Coordinate parts requirements with the parts department.

E( ) M( ) Advise Parts Manager and Service Manager of repetitive shortage so that corrective action can be taken.

E( ) M( ) Spot-check repairs to assure quality and timely completion.

E( ) M( ) Communicate carefully and completely with the next shift supervisor by an agreed-upon method (notes, computer files, verbally, etc.)

E( ) M( ) Schedule maintenance of service vehicles and equipment.

E( ) M( ) Be trained in the proper operation of forklifts.

QUALIFICATIONS:

Ability to read and comprehend instructions and information. High school diploma or the equivalent. At least one year of experience in an automotive repair facility. ASE certification preferred. General mechanical skills. Excellent communication skills, both in writing and in person. Professional personal appearance.

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WORKING CONDITIONS:

The Shop Foreman/Dispatcher will stand six to eight hours per shift, may lift parts weighing up to 50 pounds each day, and will use hoist and test equipment as needed. S/he may be required to operate a forklift. Road-testing of vehicles also may be required. S/he may be exposed to noise, vibration, dust, exhaust fumes, and other hazardous and nonhazardous materials. S/he may be required to wear a dealership uniform.

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NOTE:

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the dealership reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, work load, rush jobs, or technological developments).

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the dealership has a similar right.

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Employee's Name Employee's Signature Date

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Supervisor's Name Supervisor's Signature Date

We are an Equal Opportunity Employer

*(Dealer: This job description was written assuming that no Service Advisor is on the staff; therefore, the Shop Foreman handles many of the customer follow-up and other functions. For comparison, see the job description for a Service Advisor.)*