**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.