**Job Description**

**Job Title:** Shop Foreman/Supervisor

**Department:**

**Reports To:**

**FLSA Status:**

**Prepared By:**

**Prepared Date:**

**Approved By:**

**Approved Date:**

**Revised Date:**

**SUMMARY**

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

**ESSENTIAL DUTIES**

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

Recruits, hires, and motivates qualified service technicians.

Assists technicians in developing their skills.

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

Understands and ensures compliance with manufacturer warranty and policy procedures.

Ensures that all department employees receive appropriate manufacturer training.

Conducts regular performance reviews for all technicians in accordance with dealership guidelines.

Ensures that all repairs are assigned to technicians in an equal and fair manner.

Provides technical support for technicians when necessary.

Ensures repairs are charged out correctly.

Checks progress of each repair order throughout the day.

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

Road tests vehicles to quality-check work performed.

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

Establishes and maintains customer follow-up program to confirm satisfaction with the service experience.

Handles all customer complaints within 24 hours, informing other managers as appropriate.

Manages department performance using tools such as the daily operating control (DOC), efficiency and productivity control, comeback reports, warranty reports, telephone surveys, and monthly forecasts.

Monitors technicians' daily productivity reports and corresponding payroll records.

Monitors shop condition, including cleanliness, safety, and the condition of shop equipment. Reports problems to the service manager or dealer.

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

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

Fills in for service advisor and dispatcher when necessary.

Attends managers meetings as requested.

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

Maintains safe work environment.

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 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 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.