AUTOMOTIVE BODY SHOP MANAGER - JOB DESCRIPTION

FUNCTIONS:
• Customer Relations
• Sales & Marketing Ability
• Interdepartmental Relations
• Estimating Repairs
• Profit Management
• Appointment Scheduling
• Negotiate Vendor Contracts
• Mentor & Motivate Staff

SKILLSETS:
• Adaptability
• Strategic Analysis
• Continuous Improvement
• Customer Enthusiasm
• Sound Judgement
• Organizing and Planning
• Collaborate with Team Members

PERSONALITY ATTRIBUTES:
• Patience
• Attentiveness
• Able to Delegate
• Clear Communication Skills
• Ability to Use "Positive Language"
• Ability to "Read" Customers
• A Calming Presence
• “WOW” Customer Service

REPORTS TO:
• Dealer
• Fixed Operations Manager
• General Manager
• Our Customers

BUSINESS SKILLS REQUIRED:
• Ability to meet and greet customers and to establish rapport
• Knowledge of the preparation, processing, and interpretation of repair orders
• Knowledge of automotive systems and repair techniques (manufacturing, paint finishes)
• Ability to estimate cost and price of needed vehicle repairs and to train team members in this ability
• Knowledge of new models and product improvements based on technical services bulletins, etc.
• Knowledge of warranty guidelines and ability to relate warranty guidelines to warranty repair orders
• Ability to communicate with financial services companies during the estimating process to ensure coverage of all necessary repairs
• Ability to maintain quality control on Body Shop repairs
• Leadership skills, including organizing and planning and interpersonal skills
• Knowledge of federal, provincial and local regulations pertaining to hazardous waste, emissions, and team members' health and safety
• Ability to develop competitive price structure for department
• Ability to analyze profit-and-loss status and to price and plan jobs accordingly
• Ability to establish and maintain an accurate and accessible set of Body Shop records
CUSTOMER SERVICE ORIENTATION:

• Believes that the customer is the most important thing.
• Devotes maximum attention and effort to providing the highest levels of customer service.
• Feels a personal sense of achievement when customers are delighted.
• Understands and anticipates customer needs and works tirelessly to meet them.
• Willing to go above and beyond the call of duty to help customers and resolve their problems.
• Thrives on ensuring that the customer experience is the best it can be.
• Sees customer complaints firstly as opportunities to create customer satisfaction.
• Driven to make sure every customer feels valued.

POSITION SUMMARY:

• Uses his or her general knowledge of automotive systems and his or her experience to accurately estimate the cost of repairs in establishing credibility and rapport with customers.

• Accurately estimates particular repair jobs, resulting in earning work, assuring customer enthusiasm, and gaining profits for the department and the dealership.

• Works closely with the Sales Manager and the Service Manager.

• Establishes rapport with financial services representatives so that agreement can be reached on needed repairs to be covered by financial services.

• Is responsible for staying current regarding financial services coverage, for estimating processes, and for training the Body Shop team members in these skills.

• Develops plans for the department and monitors progress toward achieving departmental goals in the areas of excellent service and profitability.

• Oversees the work of the Body Shop team members and always strives to increase the volume of work by developing the shop's reputation for excellence and quality.

WHAT THE WORKER IS LIKE?

The Body Shop Manager:

• Operates a department whose profits and losses depend heavily on his or her estimating abilities and management skills.

• Must be knowledgeable concerning all aspects of automotive systems.

• Must be capable of working independently, effectively managing his or her time and work flow.

• Must be capable of maintaining a Body Shop that is visually presentable and functional.
WHAT THE WORK IS LIKE?

The work of the Body Shop Manager:

- Centers on the functions of customer relations and estimating repairs.
- Hinges on working effectively with other managers in the dealership.
- Requires clearly and consistently communicating with customers and entails much paperwork and analysis.
- Involves the training and close supervision of Body Shop team members.
- Necessitates investigating and acting on any disruptions in work flow.
- Is highly dependent on accurately estimating repairs and costs and effectively communicating this information to financial services representatives.
- Hinges on the delivery of quality customer service and the responsiveness of the Body Shop team members, under the leadership of this manager.

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. You may be called upon to attend Workplace Health & Safety meetings, WHMIS training or other pertinent organizational training/certification when required.

Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time.

By signing this form, you confirm that you have discussed this job description in detail with your employer.

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