TITLE: Body Shop Manager

REPORTS TO: General Manager

POSITION INFORMATION:

The Body Shop Manager is responsible for developing business through insurance adjusters, customers, and other sources to assure an adequate sales volume, provide a reasonable department operating profit, and maintain certain customer satisfaction standards while controlling expenses. S/he directs the activities of body shop employees in performing body repairs, including meeting time schedules and productivity levels and maintaining quality standards.

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( ) Forecast goals and objectives for the department and strive to meet them.

E( ) M( ) Strive for harmony and teamwork with all other departments.

E( ) M( ) Prepare and administer an annual operating budget for the body shop.

E( ) M( ) Attend managers' meetings as requested.

E( ) M( ) Understand, keep abreast of and comply with federal, state and local regulations that affect body shop operations, such as hazardous waste disposal, OSHA right-to-know, etc.

Personnel-related:

E( ) M( ) Hire, train, motivate, counsel, and monitor the performance of all body shop staff.

E( ) M( ) Direct and schedule the activities of all body shop employees.

E( ) M( ) Provide technical assistance as needed.

E( ) M( ) Conduct meetings with body shop employees to discuss activities and problems of mutual interest.

E( ) M( ) Monitor Body Shop Technicians' payroll records.

Customer- and Department-related and Other:

E( ) M( ) Establish and maintain good working relationships with several insurance adjusters.

E( ) M( ) Establish and maintain good working relationships with customers to encourage repeat and referral business.

E( ) M( ) Supervise all activities of and communication with the wrecker service.

E( ) M( ) Greet all customers promptly and give fair estimates on costs and time required for body work.

E( ) M( ) Break down estimates into labor and parts before the job is started so that Repair Technicians are aware of time allowances.

E( ) M( ) Quality-check completed jobs.

E( ) M( ) Handle all customer complaints.

E( ) M( ) Keep abreast of new equipment and tools available and recommend purchases.

E( ) M( ) Ensure that the work areas and customer waiting area are kept clean.

E( ) M( ) Account for all documents; ensure that none are missing.

E( ) M( ) Prepare final billing for completed repair orders.

E( ) M( ) Collect accounts receivable for body repair work.

E( ) M( ) Follow up on parts department orders to ensure parts availability.

QUALIFICATIONS:

Ability to read and comprehend instructions and information. Two years of experience in an auto body repair facility. Working knowledge of body repair methods. One year of supervisory experience. Excellent communication and managerial skills.

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WORKING CONDITIONS:

The Body Shop Manager will work at a desk which is enclosed in the body shop garage. S/he will be exposed to noise, vibration, paint, dust, exhaust fumes, and other hazardous and nonhazardous materials.

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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