

Job title: Manager of Fixed Operations
Department: After-sales Department
Reporting to:
Date written:
Approved by:
Approval date:
Date reviewed:
Employment status:
Written by:

SUMMARY JOB DESCRIPTION

Executive reporting to the general manager, and responsible for several departments. Manages the operations of the after-sales, parts and bodywork departments in an efficient and profitable manner.

The **MAJOR TASKS** are listed below, but the incumbent may be assigned to other duties.

Administrative tasks

- Plans the objectives of the departments he/she supervises, together with his/her supervisor, and attains these objectives.
- Prepares and manages the annual operating budgets of the departments for which he/she is responsible.
- Maintains reporting systems, as required by general management and the manufacturer.
- Keeps up-to-date on new equipment and tools and makes purchasing recommendations.
- Maintains a top quality repair service and reduces returns to the shop.
- Intermittently checks work performed, to ensure that it meets strict quality standards.
- Ensures that the workplace is safe.
- Keeps abreast of federal and provincial regulations and municipal bylaws governing the activities of the departments he/she supervises, such as those concerning the removal of hazardous waste, etc.; understands them and ensures that they are observed.
- Understands the manufacturer's warranty conditions and policies and ensures that they are observed.
- Administers warranty claims to ensure compliance with warranty policies.
- Prepares pricelists for fixed operations and makes recommendations to the dealer or general manager.

- Works closely with the department managers reporting to him/her to find ways to increase the profitability of the entire dealership.
- Takes part in meetings of dealership managers.

Tasks related to the management of human resources

- Hires, trains and motivates the department managers reporting to him/her, and ensures that they perform efficiently.
- Holds meetings of the departments he/she manages, at regular intervals.
- Endeavours to promote harmony and a team spirit within the departments he/she supervises, as well as with all other dealership departments.
- Encourages employee professional growth, jointly with the managers reporting to him/her.
- Works with the managers of the departments for which he/she is responsible, and with the dealership training supervisor, to determine training needs.
- Evaluates the performance of the personnel in the departments for which he/she is responsible, at regular intervals.

Tasks related to customer service

- Builds and maintains smooth relations with the customers, to obtain their loyalty, and takes note of any potential customers they may recommend.
- Implements and supervises a system to verify customer satisfaction.
- Makes customer satisfaction a priority, by ensuring that personnel exchanges with the clientele are courteous and respectful.
- Handles customer complaints as soon as possible, following dealership procedures.

Miscellaneous Tasks

- Maintains a professional appearance.
- Performs other tasks, based on management requirements and instructions.

SECONDARY TASKS

- *Description of one or more secondary tasks to be added, according to your needs.*

JOB REQUIREMENTS

Language skills
Knowledge and skills
Responsibilities

Effort
Work conditions
Other requirements

Uses his/her software efficiently to obtain more details about the requirements of the job. This software has the advantage that it incorporates the sixteen job evaluation factors developed by the CCAQ to facilitate the achievement of pay equity within the business. With this software,

each job evaluation criterion for the jobs related to a job can be indicated below each job description.

N.B.: In this publication, the use of the masculine to refer to people does not imply any discrimination.