

**Job title:** Shop Foreman  
**Department:** After-sales Department  
**Reporting to:**  
**Date written:**  
**Approved by:**  
**Approval date:**  
**Date reviewed:**  
**Employment status:**  
**Written by:**

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### **SUMMARY JOB DESCRIPTION**

*Ensures that repairs are correctly and efficiently carried out by qualified technicians and that the after-sales department maintains a consistently high standard of customer satisfaction.*

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

- Understands the manufacturer's warranty conditions and policies, and enforces compliance.
- Ensures that all repairs are distributed to the technicians equally and fairly.
- Provides the technicians with technical support, as necessary.
- Ensures that the repairs are properly allocated.
- Checks how each repair job is progressing throughout the day.
- Maintains a top quality repair service and minimizes returns to the shop. Intermittently checks work performed, to ensure that it meets strict quality standards.
- Tests cars on the road to check the quality of the work performed.
- Justifies all documents; ensures that none are missing and that all documents are properly processed.
- Participates in handling customer complaints, together with his/her supervisor.
- Participates in managing department performance, using tools such as daily control of operations, efficiency and productivity control, reports on returns to the shop, warranty reports, telephone surveys and monthly forecasts.
- Monitors the condition of the shop, including its cleanliness and safety and the state of the equipment. Reports problems to the after-sales department manager or the dealer.
- Ensures that special tools are properly maintained and stored and that stock is sufficient.
- Keeps up-to-date on new equipment and tools which are entering the marketplace and makes purchasing recommendations.

- Keeps abreast of federal and provincial regulations and municipal bylaws governing maintenance work, such as those concerning the removal of hazardous waste, etc.; understands and observes them.

### **Tasks related to human resources**

- Verifies the technicians' daily productivity reports and the corresponding pay records.
- Motivates the technicians reporting to him/her and participates in recruiting and hiring certified technicians, together with his/her supervisor.
- Helps the technicians improve their skills.
- Endeavours to promote harmony and a team spirit within the department and with all other departments.
- Ensures that all department employees receive training that meets the manufacturer's requirements.
- Regularly examines the performance of all technicians, based on dealership guidelines.

### **Miscellaneous tasks**

- Replaces the technical advisor and shop dispatcher, as necessary.
- Takes part in management meetings, if invited.
- Ensures that the workplace is safe.
- 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**

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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.

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