

BODY SHOP MANAGER – JOB DESCRIPTION

FUNCTIONS:

- Customer Relations
- Leadership
- Estimating Repairs
- Sales/Marketing
- Profit Management
- Interdepartmental Relations

SKILLSETS:

- Analysis and Problem Solving
- Customer Enthusiasm
- Decisiveness
- Delegating and Empowering
- Initiative
- Judgement
- Motivating and Coaching
- Organizing and Planning
- Strategic Leadership
- Team Building
- Versatility
- Communication

PERSONALITY ATTRIBUTES:

- Patience
 - Attentiveness
 - Cognitive Empathy
 - Clear Communication Skills
 - Ability to Use "Positive Language"
 - Ability to "Read" Customers
 - A Calming Presence
 - Persuasion Skills
- "WOW" Customer Service

REPORTS TO:

- Dealer / Owner
- General Manager
- Fixed Operations Manager

MANAGEMENT/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

WORK ORIENTATION FACTORS

- Plentiful customer contact
- Considerable paperwork
- Much contact with people in all dealership departments

POSITION SUMMARY

The Body Shop Manager:

- 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 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:

- Is promoted from the position of Body Shop Consultant or Assistant Body Shop Manager, if hired internally. If hired externally, this manager may come from small, private body repair operations.
- 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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| Dealership Name: | |
| Employee Name: | Date: |
| Employee Signature: | |
| Manager Name: | |
| Manager Signature: | Date: |