

SHOP FOREMAN – JOB DESCRIPTION

FUNCTIONS:

- Diagnosing Vehicle Situations
- Monitoring Vehicle Maintenance and/or Repairs
- Quality Control
- Administration
- Interdepartmental Relations

SKILLSET:

- Adaptability
- Analysis
- Continuous Improvement
- Customer Enthusiasm
- Judgement
- Organizing and Planning
- Teamwork
- 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" Customers Service

REPORTS TO:

- Fixed Operations Manager
- Service Manager
- Assistant Manager
- Service Advisor
- Shop Foreman
- Tower Operator
- Our Customers

MANAGEMENT/BUSINESS SKILLS REQUIRED:

- Knowledge of automotive systems and the ability to explain systems and repairs to others
- Willingness and ability to maintain current product and technical knowledge
- Appropriate technical certifications
- Ability to assist in diagnosing vehicle problems and interpret work orders
- Ability and desire to ensure vehicles are repaired correctly the first time
- Ability to diagnose vehicle problems other than those on the work order or those described by the customer
- Ability to estimate time of service or repair job for purposes of efficient scheduling
- Knowledge of parts requirements to complete a job, and ability to communicate parts requirements via repair orders
- Ability to maintain communication with Service Consultants and Parts Department

- Knowledge of approved and established procedures for warranty repairs and to ensure technicians follow the policies.
- Ability to document repairs performed on completed customer service orders
- Ability to stay current by attending technical training schools and by reading and understanding service manuals, technical bulletins, etc.
- Knowledge of and ability to comply with the quality control & inspection requirements of the Service Dept.
- Ability to clock on and clock off when working on a repair

WORK ORIENTATION FACTORS

- Contact with Service Consultants and customers from a variety of backgrounds
- Contact with people in all dealership departments
- Considerable detail-oriented paperwork (documentation of repairs, charges, etc.)

POSITION SUMMARY

The Shop Foreman:

- Is responsible for monitoring routine service on vehicles and for assisting technicians with diagnosing and completing repairs on customer vehicles.
- Is the most up-to-date person in the dealership about the technical aspects of vehicles.
- Works closely with the Parts Department and with the Service Consultant.
- Uses the computer to determine how long a given repair or service will take and keeps the Service Consultant or Manager abreast of repair progress so that additional work may be scheduled.
- Is a good communicator, immediately telling the Service Consultant and Parts Department if a part needs to be ordered and asking for clarification if a work order is not clear or seems incorrect.
- Can assist with complicated repair sequences according to established procedures.
- Knows the shop area and the availability of special tools that might be needed.

- Is detail-oriented & confirms that the technician writes on the work order the repairs completed, the parts required, & the labour to be charged.
- Documents any other vehicle problems that were noted during servicing.
- Should be capable of working independently, managing his or her time and work flow and assisting the Service Manager as required.

WHAT THE WORKER IS LIKE?

The Shop Foreman:

- Is technically competent regarding automotive systems in general and the company's products and must continually upgrade his or her technical knowledge.
- Typically comes from a technical college or high school student co-op program as well as from other retail facilities and service outlets.
- Can work congenially among the Technicians and Service Consultants and can help them when needed.
- Must work well with the Parts Department to ensure that parts are ordered.
- May interact directly with customers to explain vehicle problems and the steps taken to correct the problems.
- Must be well-organized and systematic in approaching this job.
- Must have a good work ethic, a positive attitude, and a strong desire to repair customers' vehicles correctly.

WHAT THE WORK IS LIKE?

The work of the Shop Foreman:

- Must be done efficiently and correctly to help ensure the success of the Service Department.
- Involves analyzing work orders carefully to understand a vehicle's condition, the accuracy of the diagnosis, and what work has been agreed to.
- Requires understanding which parts and tools will be required for a given repair or service and ensuring they are readily available and in good working condition.

- Entails the ability to make sure the technicians repair vehicles quickly and accurately, they are clocking on and off the repairs, and staying with a planned schedule for the day or adapting to changes as needed.
- Requires conforming to quality control and inspection policies and procedures that protect the Technician and the vehicle during servicing.
- From an administrative standpoint is centred on completing work orders and on documenting with consistent accuracy the repairs conducted, the parts required, and the labour involved.

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.

Dealership Name:	
Employee Name:	Date:
Employee Signature:	
Manager Name:	
Manager Signature:	Date: