

THE CONRAD COMPANIES
Job Description

Job Title: District Leader
Salary Level:
Business Unit: Conrad's Tire Service, Inc.
Department: Sales
Location: District Stores
Approved By:
Approved Date:
Reports To: Regional and General Manager

CONTRIBUTION Leads District's stores to obtain customer satisfaction and retention, team member satisfaction and retention, while upholding Conrad's image and reputation and achieving all performance objectives.

ESSENTIAL FUNCTIONS

Performs monthly on-site physical audit (MAP, WOF, Image, etc.) visit of all stores in district for ongoing coaching toward maximizing each store's potential and leaves store with focus areas for improvement.

Pro actively calls each store in district weekly to coach on performance and discuss progress in focus areas as assigned during monthly audit visit to positively influence performance from a distance.

Utilizes all internal and external resources provided to direct, lead, manage, or perform, to a successful conclusion in a timely manner, staffing, recruiting, interviewing, hiring, transferring, coaching, counseling, terminating, performance and wage evaluation, and customer complaint resolution, as needed for successfully obtaining all district performance objectives.

PRIMARY INTERACTIONS

QUALIFICATIONS to perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma, or higher and at least one year experience running multiple locations of tire and automotive facilities; or equivalent combination of educations and experience. Tire and Automotive, Sales and Customer Service and Conrad's Branch operation knowledge and skills required.

LANGUAGE

Ability to read, analyze, and interpret general business periodicals, professional journals and technical procedures. Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to work standing for extended periods of time or all day. Frequently moves, lifts and sets up tire and product displays up to 50 lbs. Regularly bends and crouches to maneuver underneath the hood of a vehicle to point out problems/repairs to customers. Occasionally unloads deliveries up to 50 lbs. Occasionally puts parts/tires away on multi-level shelving up to 50 lbs. Pulls parts/tires up to 50 lbs. when necessary. Regularly required to use hands/fingers to operate a cash register, keyboard, or telephone. Regularly required to use hands/fingers to operate small hand tools necessary to performing the duties of the mechanic or technician role. Regularly speaks and listens on the phone and in person, to a customer and fellow employees.

Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts and fumes or airborne particles. The employee is frequently exposed to toxic caustic chemicals and outside weather conditions. The employee is occasionally exposed to vibration. The noise level in the work environment is usually loud.

The employee regularly works extended hours and Saturdays. The employee is occasionally required to work Sundays and evenings. The employee regularly works an average of 50-55 hours per week and frequently attends meetings after normal business hours.

Travel between locations is required.

MISCELLANEOUS The employee is required to have an acceptable driving record, in line with the stated Company Policy, and they must have a valid driver's license in the state in which they are employed with the Conrad Companies.

The employee must comply with all aspects of Conrad's Drug Free Workplace Policy.