

THE CONRAD COMPANIES
Job Description

Job Title: Group Leader
Salary Level:
Business Unit: Conrad's Tire Service, Inc.
Department: Sales
Location: Home and/or assigned store(s)
Approved By:
Approved Date:
Reports To: Regional and General Manager

CONTRIBUTION Leads Home and assigned store(s) to obtain customer satisfaction and retention, team member satisfaction and retention, while upholding Conrad's image and reputation and achieving sales and profits objectives.

ESSENTIAL FUNCTIONS

In Assigned Store(s): Five Days Monthly: in Regional/General Manager assigned store(s) directly leading store to successful achievement of all company objections by swapping store assignments during those days.

Home Store: Daily proactive calls to assigned store(s) to coach on performance and discuss progress in focus areas as determined during monthly cross training and District Leader monthly audit visit.

Other: Assist District Leader in utilizing all internal and external resources provided to manage to a successful conclusion, in a timely manner; staffing, recruiting, interviewing, hiring, transferring, coaching, counseling, terminating (only after approval of President), performance and wage evaluation; and customer complaint resolution, as needed for successfully obtaining all assigned store(s) 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, skills, 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 + minimum 3 years experience running at least a single tire and automotive facility; or equivalent combination of education and experience. Tire and Automotive, Sales and Customer Service and Conrad's Branch operation knowledge and skills required.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. 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 and percentages. 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 or caustic chemicals and outside weather conditions. The employee is occasionally exposed to vibration. The noised 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 assigned 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.