

**THE CONRAD COMPANIES**  
**Job Descriptions**

**Job Title:** Service Manager  
**Salary Level:**  
**Business Unit:** Conrad's Tire Service, Inc.  
**Department:** Sales  
**Location:** Assigned Location  
**Approved By:**  
**Approved Date:**  
**Reports To:** Store Leader

**CONTRIBUTION**

Provides superior customer service by accurately and effectively solving the customer's needs.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

**I. CUSTOMER SATISFACTION**

Determines the customer's needs, problems, complaints, requests, questions, and deadlines in a business-like manner.

Communicates the customer's needs to the service department to be diagnosed.

Directs the service department in the diagnosing of the customer's needs through the appropriate products and services.

Verifies with the service department that the appropriate services have been completed.

Sells tires, automotive accessories, service repairs and preventative maintenance to satisfy customer's needs.

Learns and maintains current product knowledge on all tires, service and other product lines that are represented, as well as, those of competitors.

Accurately answers questions both over the phone and at the branch.

Establishes a trusting relationship based on integrity and fairness with customers and shows a sincere concern for them.

Willingly provides superior customer service levels that exceed normal customer expectations while staying within company policy and guidelines.

Listens effectively to understand and then communicates in a business-like manner to both customers and employees.

Builds a loyal customer base.

Prepares accurate estimates and billings for customers.

Invoices customers using proper procedures for cash, charge, credit, employee, fleet and national accounts.

Knows, understands, and performs tire & lube technician duties.

## **II. MANAGEMENT ADMINISTRATIVE**

Establishes priorities on a daily basis among completing requirements to insure that products and services are delivered to customers as promised.

Analyzes, organizes and prioritizes daily workflow through 1-9 customer service system.

Demonstrates the ability to be decisive and to control use of time.

Effectively trains, develops and motivates branch personnel.

Evaluates, encourages and disciplines employees in a fair and objective manner consistent with stated company policy and procedure.

Performs and communicates wage and salary considerations to both Store Leader and employees.

Delegates authority by recognizing and utilizing the skills of others.

Handles customer complaints, employee conflicts and daily problems in an even-tempered, fair and consistent manner.

Demonstrates reliability in all their actions with customers and employees.

Learns and understands the performance screens and applies it fairly to daily operations and decisions in order to increase productivity.

Effectively manages employee productivity, branch expenses and inventory.

Reaches established monthly goals.

Communicates questions, problems and results to the Store Leader in a timely manner.

Learns and utilizes the computer system, software and transfer system.

Follows daily opening and closing procedures accurately.

Learn and maintain current product knowledge on all tires, service and other product lines that are represented as well as those of competitors.

Maintains accurate inventories for tires, parts and other product lines.

Demonstrates self-leadership, drive, motivation, and goal achievement.

Displays discipline and a strong work ethic.

Demonstrates the ability and drive to seek out and utilize self-development opportunities.

Seeks out and prepares for training opportunities both internally through the company and externally on their own.

Knows, follows, applies and communicates all current and newly written policies to subordinates.

Reports to other locations to fill-in for the manager.

Reports to work on time and as scheduled within policy guidelines.

Responds accurately and on time to all administrative and paperwork duties and deadlines including training, time records, invoices, evaluations, deposits, etc.

### **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; two to four years related experience and/or training; or equivalent combination of education and experience. Tire and Automotive, Sales and Customer Service, and Conrad's Tire Service Branch Operations knowledge and skills.

### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

### **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 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 locations is occasionally 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' 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.