



**Conrad's Tire Service, Inc.
Tire Manager - Job Description**

SUMMARY

Sells tires, automotive accessories, service repairs and preventative maintenance with the goal of ensuring customer satisfaction. Assesses customer needs for tires, services and other products, accurately and effectively responding to questions and resolving issues.

All employees are expected to demonstrate core behaviors that help us provide the level of service that customers expect:

Key Competencies	Descriptors
1. Customer Focus	Keeps the customer in mind at all times, proactively identifying and addressing concerns and needs. Seeks to provide quality service in order to build customer loyalty.
2. Desire to Learn	Actively seeks to build or acquire new knowledge in order to improve and develop skills.
3. Interpersonal Effectiveness	Actively listens and communicates respectfully and effectively. Presents information in an engaging and understandable manner.
4. Detail Orientation	Completes tasks accurately, thoroughly and with an eye toward quality, and in accordance with established processes and procedures.
5. Reliability	Assumes personal responsibility for all aspects of work: quality, timeliness and results; seeking to complete tasks with little oversight.

ESSENTIAL JOB FUNCTIONS

- Willingly provides superior customer service levels that exceed customer expectations while staying within company policies and guidelines.
- Establishes a trusting relationship based on integrity and fairness with customers and demonstrates a sincere concern for them.
- Listens effectively to understand and communicate in a business-like manner to both customers and employees all pertinent subject matter.
- Accurately answers questions both over the phone and at the store location.
- Determines and addresses the customer's needs, problems, complaints, requests, questions, and deadlines in a business-like manner.
- Presents a warm, friendly, knowledgeable and professional image to customers.
- Builds a loyal customer base.
- 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.
- Learns and maintains current product knowledge on all tires, service and other product lines that are represented, as well as, those of competitors.
- 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 the Maintenance Technician duties.



Tire Managers Role Responsibilities & Accountability

- The Tire Manager is accountable for the overall sales growth, profitability and supervision of the TALB business segment.
- **Financial Responsibility: TALB Sales through TALB elements of:** Tire Units, Alignment Units, LOF units, CAWB Units (Cabin Filters, Air Filters, Wipers & Bulbs) and Promotions (current promotions are displayed and offered to customers).
- **Customer Service Responsibility:** Saying Yes, TALB Inspections & Presentations, Mystery Shopper Scores 136 or higher, CSI Scores 97.5% or higher, TALB Work Order Flow (organization of TALB cars, Product & Technology Expertise (self development).
- **Employee Relations Responsibilities:** Training & Coaching TALB employees; TALB TCS
- **TALB Operational Responsibilities:** Maintain TALB equipment in working order, TALB image inspection, Cleanliness of TALB Bays & Warehouse area (organized inventory), Ensure the shop & employees have the needed tools: Tire shop supplies: Wheel weights – proper types and sizes, flat repair supplies, valve stems (proper types & sizes), mounting lube, bead sealer, any other needed supplies.
- **Inventory Responsibilities**
Tire Inventory: Ensure right products & sizes are on the shelf with proper quantities, knows top ten movers in location, review inventory quarterly (slow movers & adjust accordingly), Inventory counts/Deck counts, transfers, adjustments (looking for close to zero).
- **LOF & Alignment Inventory:** Proper mix of: Oil filters, Cabin filters, Air filters, Drain plug assortments & washers, alignment shims/cam kits etc., Wipers, Bulbs.

Tire Manager Administrative Responsibilities

- Establishes priorities on a daily basis among completing requirements to insure that products and services are delivered to customers as promised.
- Analyzes, organizes and monitors daily activities together with the Service Advisor.
- Learns and understands the performance business data and applies it fairly to daily operations and decisions in effort to increase productivity.
- Reaches established monthly goals.
- Learns and utilizes the computer system, software and transfer system.
- Follows daily opening and closing procedures accurately.
- Learns and maintains 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 the ability and drive to seek out and utilize self-development opportunities.
- Reports to other locations to fill-in for the manager.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform and enjoy each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE

- High school diploma; or six months to one year related experience and/or training; or equivalent combination of education and experience.

- Tire, Automotive, Sales and Customer Service 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 and REASONING ABILITY

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to solve practical problems and deal with a variety of 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 or undercarriage 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.

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 52 hours per week, and may attend meetings after normal business hours.
- Travel between locations is often required.

MISCELLANEOUS

- Acceptable driving record, in line with the stated Company Policy, and 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.
- A background check is required as a condition of employment.

This job description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of Conrad's. Since no job description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder's responsibility.