

MOUNTAIN VIEW CO-OP

JOB DESCRIPTION

Tire Shop Manager

JOB PURPOSE/SUMMARY

This position will be responsible to service and sell all farm, heavy truck, and automotive tires; and to sell, distribute, and market lube oil and related products in a manner that will optimize the cooperative's market share and savings, improve the cooperative's efficiency, help achieve the cooperative's mission and goals, and result in outstanding customer service.

ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES

Customer Service

- Maintain and establish a positive experience to our clients, to include but not limited to location cleanliness, personal hygiene, and professional phone etiquette.
- Reconcile and report customer issues and concerns.
- Provide daily feedback to Manager.

Managerial / Supervision Responsibilities

- Knowledge of MVC's products at their location and their purpose.
- Able to supervise and manage staffing at location, delegate workload, and uphold MVC policies.
- Lead the training and development of all shop employees.
- Report to Manager and or Division Manager on, complaints, daily invoicing, and daily exception reports.
- Assist in competitive market analysis to maintain margins for MVC.
- Purchase necessary inventory as needed.
- Support location Manager in their day to day operations of the location.
- Monitor and maintain inventories according to MVC procedures.
- Lead effective management of all shop assets, with particular emphasis on inventory control.
- Work cooperatively with the Manager and other locations
- Continuously strive for sales, productivity and efficiency improvements.
- Develop positive relationships with vendors
- Become an integral part of the community, helping to make the Company more visible

Accounting Responsibilities

- Maintain and implement company's credit policy.
- Maintain and increase profitability and sales.
- Maintain accurate cash control.
- Understand, study, and know monthly margin reports and P&L's.
- Help achieve annual budgeted sales, gross profit and bottom-line objectives for the store.

Other Areas of Responsibility

- Assist and manage facility and equipment maintenance.
- Assist in necessary safety training and meetings.
- Daily use of necessary computer programs specific to MVC.

- Assist in other duties that may be assigned to meet business needs.
- Able to work varied hours/days as business dictates.

QUALIFICATIONS/REQUIREMENTS

Minimum Education: High School Diploma

Minimum Experience: Two to three year’s prior experience managing or supervising an automotive shop.

Knowledge/Skills/Abilities: Organizational Skills
 Attention to detail
 Excellent Customer Service Skills, including phone etiquette
 Computer Skills (Word and Excel) Person will be trained on Activant and
 Basic Math Skills – Business Finance helpful
 Fork Lift Certified, able to climb ladders
 Must have a valid driver’s license

MENTAL AND PHYSICAL DEMANDS

Sitting	5%	Reaching	Frequent
Standing	40%	Manual Dexterity	Frequent
Walking	50%	Manual Labor	Frequent
Driving	5%	Telephone	Frequent
Kneeling	Frequent	Computer Screen	Frequent
Bending	Frequent	Lifting	80 lbs.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of responsibilities, duties and skills required of personnel as classified.

Employee: _____ **Date:** _____

Supervisor: _____ **Date:** _____

Human Resources: _____ **Date:** _____