

## Position Objective and Responsibilities

### Job Title: Lube Room Attendant

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Reports To: \_\_\_\_\_ in the  
\_\_\_\_\_ department.

### Position Objective

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To sell, distribute, and market auto parts, lube oil, and related products; and to provide auto mechanical service 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.

### Position Responsibilities

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The lube room attendant's responsibilities involve sales, service, inventory, maintenance, and other duties as assigned by management.

The lube room attendant will maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.

#### Sales

Sales involves assisting the department manager in establishing and achieving sales goals.

#### **Establish and Achieve Sales Goals**

1. Establish and achieve sales goals for replacement TBA items such as fan belts, wiper blades, batteries, filters, and tires
2. Use work orders or other means of accounting for all work done

## **Service**

Service involves providing friendly and efficient service and making recommendations for products sold.

### **Provide friendly and efficient service**

1. Greet all customers enthusiastically and promptly
2. Change oil and filters, grease cars, and perform other work as requested by customers
3. Sell replacement TBA items, such as oil, belts, wiper blades, batteries, filters, and related products
4. Inspect customers' vehicles thoroughly and recommend additional services as needed
5. Handle all customer complaints promptly and follow through until a solution is achieved

### **Make proper recommendations for all products sold**

1. Identify resources for assistance and keep manuals accessible and current
2. Study and understand recommendation charts
3. Make no recommendation or installation that will result in a product problem
4. Maintain an excellent working knowledge of the complete lube oil line
5. Attend all product updates and training sessions as requested by your supervisor

## **Inventory**

Inventory involves maintaining adequate inventory by reporting needs to your supervisor.

## **Maintenance**

Maintenance involves upkeep of the service lube room and display area, and the proper pricing of merchandise.

### **Maintain lube room and equipment**

1. Keep equipment in good mechanical condition and wash as needed

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2. Sweep and wash grease room floor at least once daily
3. Keep tools, equipment, and walls clean and free of grease and dirt smudges
4. Keep customers' cars clean and free of grease and dirt smudges
5. Wear a clean uniform daily and be personally neat
6. Follow regular cleaning and maintenance schedule as provided by your supervisor.

### **Maintain display area**

1. Maintain a clean and orderly inventory and display area
2. Arrange seasonal displays

### **Price merchandise properly**

1. Ensure all merchandise is priced properly

## **Other Duties**

The lube room attendant will uphold cooperative policies, perform other duties as assigned by management, and will enforce and uphold the cooperative's credit policy.

### **Uphold cooperative policies**

1. Uphold all cooperative policies

### **Perform other duties as assigned by management**

1. Perform duties as requested by management

### **Enforce and uphold the cooperative's credit policy**

1. Make credit terms known to all employees and customers
2. Do not charge to customers on COD
3. Do not extend credit to customers who have not been approved by the credit manager
4. Do not authorize customer charges that exceed set credit limits
5. Keep all personal accounts current