

Position Objective and Responsibilities

Job Title: Mechanic

Reports To: _____ in the
_____ department.

Position Objective

To sell, distribute and market auto parts, lube oil and related products; to sell and service automotive, truck and farm tires; 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

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

The mechanic 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 shop products and labor income as identified in the annual budget
2. Ensure all parts, equipment, and labor are accounted for
3. 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 belts, wiper blades, batteries, filters, and related products
4. Sell, install, and service tires
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 management

Inventory

Inventory involves maintaining adequate inventory by reporting needs to management.

Maintenance

Maintenance involves maintaining service bays and the display area, and pricing merchandise properly.

Maintain service bays

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

Maintain display area

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

Price merchandise properly

1. Ensure that all merchandise is properly priced

Other Duties

The mechanic 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