



ML Group, LLC
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Belmont County, Ohio

POSITION DESCRIPTION-TIRE BAY SUPERVISOR

Position: Tire Bay Supervisor	Department: Tire & Auto Retail Store
Reports To: Store Manager	Supervises: Tire & Lube Tech
<p style="text-align: center;">Position Summary:</p> <p>Under direct supervision of Store Manager and manages Tire and Lube Technician personnel and supervises automotive maintenance procedures such as tire repair/changes, oil changes, lubrication procedures, transmission flushes and other fluid service processes. Adheres to Company customer service guidelines and performs duties in a safe and diligent manner.</p>	



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Knowledge Requirements

Minimum Education/Certification: High School graduate or comparable vocational training.

Required Knowledge: Must have knowledge of non-technical tire and auto service processes and procedures. Knowledge of systems software pertaining to automotive servicing.

Preferred Knowledge: Certifications for tire and wheel competency would be helpful. Familiarity with tire and lube requirements and specifications. Knowledge of Mitchell Repair, All-Data and/or Identifix is preferred.

Experience Requirements

Required Experience: A minimum of six months of tire and lubrication maintenance experience or related vocational training is essential.

Preferred Experience: Four or more years' experience in a full-service tire and lubrication retail store is preferred.

Skills Requirements

Required Skills: Must have a basic understanding of automotive and truck tire maintenance and lubrication requirements.

Preferred Skills: Advanced knowledge of tire and lubrication requirements to include use of wheel balancers, tire specifications, Tire Pressure Monitoring Systems and lubrication specifications is strongly preferred.

Physical Demands/ Work Environment Requirements:

Vision, hearing, speech, movements requiring the use of wrists, hands, upper body and/or fingers. Stands about 100 percent of the time on a concrete floor. May be required to exert up to fifty pounds of force frequently, lift objects up to 80 pounds and move objects up to 10 feet at a time. Physical environment is heated with noise levels of comparable auto repair facility. Must have the ability to work the hours and days required to complete the essential functions of the position, as scheduled. Must have a valid driver's license with a driving record acceptable to the Company's insurance carrier to operate company and customer vehicles.

Mental Demands:

Learning, thinking, concentration and the ability to work under pressure, particularly during busy times in the store. Requires high level of concentration where physical injury is possibility. Must be able to pay close attention to detail and be able to work as a member of a team to ensure excellent customer service. Must have the ability to interact effectively with co-workers and customers, and exercise self-control and diplomacy in customer and employee relations' situations. Must have the ability to exercise discretion as well as appropriate judgments when necessary.



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Essential Functions & Basic Duties:

- Reviews Repair Order Requests provided by Sales Consultants and makes visual inspection of vehicles to determine the extent of service requirements and materials needed. Makes diagnoses by performing 32-point courtesy check. Examines fluid samples, notes all physical damage, and reviews customer complaints/requests. Uses Mitchell Repair, All-Data and service manuals to ascertain technical information. Communicates any "up-sell" opportunities to Service Advisor for communication to customer.
- Performs standard Company oil and lubrication services as per Repair Order Request. If diagnosis and inspection reveal the need for a higher level of service, information must be communicated to Service Advisor for discussion with the customer. Disposes of used fluids according to requirements.
- Performs tire replacement or maintenance services per Repair Order Request. Drives customers' vehicles onto hoist or jack in preparation for removing wheels from vehicle or fitting new tire to wheel. Removes old tires from vehicle and removes from rim by deflating tire after valve core is removed. Removes wheel weights and purges any flat-repair chemicals if necessary. Inspects rim for damage.
- Obtains replacement tires and other wheel components from inventory area per Repair Order. Installs valve stem and tire-pressure monitoring system (TPMS) as required. Mounts tire on wheel assembly and inflates tires as required. Ensures manufacturers specifications are adhered to.
- Mounts and centers wheel on balancer. Determines proper weight and placement and installs weights. Test balances to ensure proper weight placement.
- After inspecting mounting surfaces and cleaning if necessary, secures wheel by attaching fasteners and applying proper torque. Swivels tire to test for proper clearances. Lowers vehicle to floor level and checks for steering obstructions. Performs short road test to ensure proper installation.
- Returns vehicle to Service Advisor in clean and proper condition. Greets customer in cordial manner and answers any questions concerning service performed.
- In all oil/lube and tire maintenance procedures disposes of used materials in recognized environmental and legal manner. Maintains housekeeping in the service area, tire racks, storage and outside the building to maintain a clean and inviting location.
- Maintains shop bays in a state of maximum cleanliness and working order. Complies with Company Quality Control Program, Company Safety Policy, OSHA, and EPA regulations. Wears safety glasses at all times in shop area.
- Adheres to working schedule and utilizes time clock per Company guidelines.
- Understands and upholds the Companies mission statement.



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Additional Responsibilities:

- Adheres specifically to all corporate policies and procedures and applicable laws. Maintain highest levels of grooming, hygiene, and acceptable uniform appearance.
- Stays abreast of the Company's products and services; recognizes opportunities to recommend Company products and services and makes customer referrals to the appropriate staff member.
- Acts in a professional manner with all customers, co-workers, and supervisors
- Performs other related duties as required to meet the ongoing needs of the organization.

Acknowledgement

The undersigned employee acknowledges receipt of the Job Description for the employee's position and understands the essential functions, responsibilities, and qualifications of the position. Furthermore, the employee acknowledges that this Job Description does not include all of the essential functions of this position, and that these essential functions may change as deemed necessary by the manager.

Employee Signature:

Date:

Employee Print:

Manager Signature:

Date:

Manager Print:

