

Position Objective and Responsibilities

Job Title: Mechanic

Reports To: Shop Manager

Position Objective

To distribute and market auto parts, lube oil and related products; to install 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 the shop manager.

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 shop manager in establishing and achieving sales goals as well as selling to customers when the shop manager is unavailable.

1. Ensure all parts, equipment, and labor are accounted for and billed properly
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 that will benefit the customer.

Provide friendly and efficient service

1. Greet all customers enthusiastically and promptly in person and over the phone

2. Perform general automotive repairs, and perform other service work as requested by customers and management
3. Sell replacement TBA items, such as belts, wiper blades, batteries, filters, and related products
4. Sell, install, and service tires, hydraulic, and automotive parts
5. Handle all customer complaints promptly and follow through until a solution is achieved, through the shop manager

Make proper recommendations for all products sold

1. Make no recommendation or installation that will result in a product problem (ie wrong tire rating)
2. Maintain an excellent working knowledge of the complete oil line, parts, tires etc.
3. Attend all product updates and training sessions as requested by management

Maintenance

Maintenance involves maintaining equipment, service bays and the display area, office, and pricing merchandise properly when applicable.

Maintain service bays

1. Keep equipment in good mechanical condition and wash as needed
2. Ensure shop floor is swept 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 inside and outside the building.

Price merchandise properly

1. Ensure that all merchandise sold 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 when charges are requested
2. Ensure that customers pay at the time of service
3. Do not extend credit to customers who do not have approved credit
4. Keep personal accounts current