

General Manager Duties

- Must be organized
 - Keep office clean, neat and in order
 - Utilize staff to help ensure invoices and weekly paperwork is both accurate and orderly (example: returns, credits, parts and GS percentages are all proper and to date)
 - Keep inventory accurate and up to date
 - Ultimately responsible for total shop appearance and cleanliness
 - Responsible for ensuring accurate payroll reports
- Morale
 - General Manager is directly responsible for producing and maintaining a positive and conducive environment for both customers and employees
- Hiring
 - Responsible for hiring technicians, general service, and service writers
 - Verifying that all applicants meet appropriate standards
- Training
 - General Manager must be able to be a student for his superiors and a teacher to his subordinates
 - General Manager is responsible for the training of all associates/employees on proper procedures and duties
 - Continuing education with all employees
 - Role playing and training at phone skills
- Scheduling
 - Responsible for scheduling staff for projected sales
 - Responsible for adjusting schedule as needed to meet guidelines
 - Responsible for being aware of local events that would effect sales and require additional staffing (example: School holidays and any other social event that would effect the business)
- P&L
 - Responsible for producing 60% Gross Profit
 - Responsible for being up in sales over last year
 - Responsible for understanding and budgeting maintenance and unexpected cost
- Customers
 - Responsible for ensuring that all customers are satisfied
 - Responsible for gaining trust of customers
 - Responsible for generating new and referral customers
 - Responsible for next day call backs
 - Responsible for ensuring all other call backs are made (example: Missed sale call backs, 12 month warranty call backs, 2/3 month call backs....)
- Sales
 - Responsible for personal sales as well as the overall stores sales and performance
 - Generating sales

- Verifying that all employees are maintaining and applying the concept properly
- General Manager is also responsible for all the below mentioned service writer duties
- Taking in Customers
 - Document all customers' information (**E-Mail**)
 - Check all customers' previous information for accuracy
 - Document all customers' concerns and repeat back to customer for verification, and ask pertinent questions about concerns
 - Print work order and get customer signature
 - Print all repair history and/or recommendations
 - Apply to Board
 - Bag with PMI sheet and history
 - Hand deliver bag, with fluid tray
 - Verify and Enforce 10-10-10
- Running the Board
 - Fill in Board **COMPLETELY**
 - Update board (parts ordered, parts in, last interaction with customer, isolated total, and PMI total)
- Building Estimates
 - Check all PMI sheets
 - Must look at all repairs needed with technician
 - Take digital pictures and store in customer file
 - Build estimate in Smart E Cat
 - Print two (2) copies
 - Roll play repair estimate with another service writer/manager
 - Present R.O. writer estimate to customer, and explain repair thoroughly
 - If declined leave open to turn over to another service writer
 - If declined a second time file in missed sales file
 - When approved get signature and file with store bag
 - Update board
 - Call at least two (2) other vendors for pricing
 - Order parts (update board)
 - Verify parts upon arrival (with technician), pricing, log in invoice number, and file
 - Update board
 - Update customer on repair and advise that we will perform a complimentary PMI
 - Update board
 - Follow-up with technician on additional concerns and initial repairs
 - Sell PMI concerns
 - Update board
 - Verify full documentation on ticket (vehicle information, codes/TSB/recalls, correct description of performed jobs with

technician labor times, billing and pricing of parts, and leave documentation of customers' original concerns on ticket for reference)

- Update customer and board
- Other Duties
 - Photocopy of returned invoices to be taped to part, original filed
 - Check all sanitation of shop (front, bathrooms hourly, and waiting area hourly)
 - Service Writer verify completed repairs and test drive completion
 - Call customer and update board
 - Verification of satisfactory work with customer
 - Signature on credit-card receipt and finalized repair order
 - Check return shelf/ credits daily
 - Ensure GS completion of duties
 - Check all supplies for front/office (trash bags, corporate/store bags, etc.)
 - Outlook open all day/ reply to all E-mails in timely manner
 - Perform all closing duties including but not limited to: parts mark-up, GS labor, closing sheet, cash audit, bank deposit (daily), E-mail closing paperwork, and roll phones
- Become a certified emission inspector
- ❖ Follow all policies and procedures in employee handbook
- ❖ And anything else that is asked of you to do

- Applicant/Employee must read, and sign in acceptance and understanding. Any failure to do so, or failure to maintain job duties may result in termination.

X _____
Print name

X _____ Date _____
Signature