



Job Description

Employee Name:
Job Title: Detail Manager
Reports To: General Manager
FLSA Status: Exempt
Prepared By: Curtis Andrew Massoll
Date: January 1, 2011

NATURE OF WORK:

Under limited supervision, the Detail Manager effectively communicates with customers and employees to determine type of service necessary and time needed for completion. The detail manager is responsible for quality control and output of the detailing & wash departments. Also manages all necessary product inventory and equipment needed to perform the required duties.

TYPICAL DUTIES:

- Helps maintain a safe and organized workspace
- Communicates with Service Advisors and Technicians to facilitate auto placement
- Communicates with Service Advisor regarding detail services, repairs and estimates for time completion
- Performs vehicle drop off inspection, recommends maintenance & documents existing damages
- Identifies, manages and orders all detailing department products & equipment
- Facilitates and performs all detailing department duties
- Performs other duties as requested

KNOWLEDGE, SKILLS AND ABILITIES:

- Demonstrates extreme attention to detail
- Ability to analyze written and verbal instructions
- Ability to write, present and respond to customers and staff members in a professional manner
- Ability to manage, train and support other detailing and shop assistant personnel

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

- Lift objects weighing between 25 – 50 pounds
- Safely work with team to lift and maneuver items weighing up to 100 pounds
- Stand, walk or sit for long periods of time without resting (up to 5 hours)
- Work in areas that require kneeling, crouching or crawling

MINIMUM EDUCATION/EXPERIENCE:

- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience
- Candidates must have a valid driving license and clean driving record

CERTIFICATIONS / LICENSE / OTHER REQUIREMENTS

- Certificate of completion from nationally accredited detailing organization

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies;

- **Service Excellence** – Provide the best, world class service; achieving excellence each passing day
- **Integrity** – Act with honesty and integrity without compromising the truth
- **Teamwork** – Support each other’s efforts, remain loyal to one another, and care for each other both personally and professionally
- **Safety** – Ensure the safety of people while making sure they have a trouble free experience
- **Commitment** – Stay committed to great products, services and other initiatives that impact lives both within and outside the organization
- **Efficiency** – Be efficient and effective in our approach to providing the best products & solutions to our customers with each contact
- **Accountability** – Take responsibility for our actions that influence the lives of our customers and fellow workers
- **Profit Growth for All** – Every business needs to turn a profit in order to keep the company alive and healthy. Every employee needs to generate an income that allows them to meet their goals and objectives. We believe that our ability to deliver each competency at the highest level drives the financial results for everyone in the organization