

**Accounts Receivable/Accounts Payable Clerk** Has a general knowledge of accounting and is responsible for paying debts of the company and billing statements to those who owe the company money. This person is responsible for record keeping associated with paying and receiving, recording and reconciling accounts for the different dealership departments.

**Auto Body Repair Technician** Straightens bent bodies, removes dents, and replaces crumpled parts that cannot be fixed. Automotive body repairers use special equipment to restore damaged metal frames and body sections. They chain or clamp frames and sections to alignment machines that use hydraulic pressure to align damaged components. "Unibody" vehicles, designs built without frames, must be restored to precise factory specifications for the vehicle to operate correctly. Body repair work has variety and challenges-each damaged vehicle presents a different problem. Using their broad knowledge of automotive construction and repair techniques, repairers must develop appropriate methods for each job. They usually work alone, with only general directions from supervisors. In some shops, helpers or apprentices assist experienced technicians.

**Body Shop Manager** Responsible for developing business through insurance adjusters, customers and other sources. Directs the activities of body shop employees in performing body repairs, including meeting time schedules and productivity levels and maintaining quality standards for customer satisfaction.

**Bookkeeper** Possesses general knowledge of accounting and is responsible for the accounting of vehicle inventory accounts, which include but are not limited to the costing of car deals, paying off vehicles, drafting contracts, and maintaining the flow plan account.

**Cashier** Receives cash, checks and credit card payments from customers or employees in payment for goods or services and records the amounts received in an accurate manner. This person is sometimes the customer's last contact with the dealership and therefore must represent the dealership in a friendly, professional manner.

**Controller** Directs financial activities of an organization. Provides sales and expense analyses for all departments. Must fairly represent the financial condition of the dealership, develop controls necessary for the proper conduct of the business, maintain accurate records, and establish and maintain the data

processing capabilities to accomplish the dealership's objectives. Prepares reports which summarize and forecast company business activity and financial position in areas of income, expenses, and earnings based on past, present and expected operations. Directs preparation of budgets.

**Detailer** Cleans and refurbishes new and used automobiles. Verifies receipt of new vehicles delivered to the dealership and parks vehicles in the new-vehicle lot in an orderly manner. Moves and cleans vehicles, keeps the used vehicles in sound working condition and helps the Service and Parts Directors as requested. Inspects and services new vehicles when they are delivered to the dealer and makes minor repairs or adjustments to place the vehicles in salable condition using hand tools, portable power tools and specification sheets. Lubricates moving parts of automobiles. Will also deliver the vehicles to customers.

**Finance & Insurance Manager** Responsible for producing additional revenue for the dealership by selling finance and insurance programs to new and used car and truck customers. Sells financing, leasing, credit life, accident and health insurance and warranties to customers. Establishes and maintains good working relationships with several finance sources, factory and otherwise. Submits paperwork to and obtains approval from finance sources on all finance deals. Enters deal, customer and insurance information into computer for processing. Checks all paperwork for correct title, lien information, taxes, etc. Coordinates the delivery date and time for the customer to pick up the vehicle with the Sales Department.

**General Sales Manager** Responsible for maintaining a well-balanced new and used vehicle inventory. Responsible for appraising, reconditioning, displaying and merchandising vehicles. Sets the objectives for the department and accomplish them through planning, organizing, controlling and measuring the performance of the Automobile Sales Representatives. Conducts daily and weekly sales training meetings. Establishes a program which ensures that the Automobile Sales Reps are kept informed of all new inventory. Establishes and enforces product-knowledge standards. Monitors customer and market analyzes to determine what customers want to buy. Maintains a used-vehicle inventory that features a variety of colors, models and equipment. Establishes standards for appraising all incoming used vehicles and plans the display of new and used vehicles. Maintains standards for the delivery of vehicles to customers. Assists in the development of advertising campaigns and other promotions.

**Human Resources Manager** Leads all Human Resources practices, policies and objectives to provide an employee-oriented; high performance culture that emphasizes empowerment, productivity, goal

attainment, and the recruitment and ongoing development of a superior workforce. Responsible for the development of processes and metrics that support the achievement of the organization's business goals.

**Information Systems Manager** Directs and coordinates activities related to management, acquisition, installation, and maintenance of internal communications and information systems. Oversees the operation of the dealership-wide computer system and related peripherals. Oversees the administration and updates of the dealership web site. Instructs staff in use of dealership and manufacturer computer systems.

**Internet Salesperson** Communicates effectively with internet customers and prospects according to their preferred method of communication. Has thorough knowledge of all dealership products and services. Assists customers on selecting a vehicle. Directly sells, leases and delivers the vehicle to the customer.

**Marketing Manager** Studies the dealership's customer base and the automotive retail market in the area to develop effective programs for soliciting business. This person establishes goals to ensure market share and profitability of products and/or services. Plans and directs the dealership's advertising and promotional activities. Develops and executes monthly and annual marketing budgets. Acts as a liaison with the news media.

**Office Manager** Coordinates activities of clerical personnel in the dealership. Analyzes and organizes office operations and procedures. Prepares daily bank deposit and daily cash report. Sets up fixed asset and prepaid asset accounts. Prepares payroll on a timely basis, posts payroll, and maintains payroll records. Prepares tax reports, tax deposits and tax returns in a timely, accurate manner. Assists in annual review/audit. Prepares employee health/life benefits. Keeps an updated file of all job descriptions.

**Body Shop Painter** Sprays surfaces of vehicles with protective or decorative material such as paint, enamel, glaze, gel-coat or lacquer. Cleans grease and dirt from vehicles, removes rust from metal with acid, wire brush, or steel wool, and applies masking tape over parts and areas that are not to be coated. Fills cavities and dents with putty to attain a smooth surface. Selects and mixes coating liquids to produce desired color. Coats areas inaccessible to hand sprayer with brush. Cleans and maintains spraying equipment and brushes.

**Parts Counterperson** Sells parts to customers. Assists walk in customers in selecting required parts, suggest companion requirements and ensures that the customer is exposed to the full product line. Pulls purchased parts from stock. Fields phone calls, provides price quotes and other required information. Assists service technicians in selecting parts needed for repairs in process.

**Parts Driver** Picks up and delivers parts and equipment for the dealership. Delivers parts and equipment to customers, satellite stores and vendors. Responsible for the basic upkeep of the truck.

**Parts Manager** Responsible for running an efficient parts department. Accomplishes objectives through the use of proper purchasing procedures, inventory control, staff utilization, security, pricing, merchandising, displaying and advertising. The Parts Manager must be an investment advisor, forecast goals and objectives for the department and to strive to meet them. Works with the Service Manager, Body Shop Manager, and Shop Foreman to ensure a timely turnaround of parts needed for internal jobs. Prepares and administers an annual operating budget for the parts department. Hires, trains, motivates, counsels and monitors the performance of all parts department staff.

**Salesperson** Sells new or used automobiles, trucks and vans on premises of vehicle sales establishment. The salesperson is directly responsible for selling vehicles at customer satisfaction standards. Greets customers on sales floor and determines make, type and quality of vehicle desired. Explains features and demonstrates operation of the vehicles in the showroom or on the road. Suggests optional equipment for customers to consider. Computes and quotes sales price, taxes, trade-in allowance, license fees, discounts, and requirements for financing payments of vehicles on credit. Arranges for delivery and registration of sold vehicles. Keeps abreast of new products, features, accessories, etc. and their benefits to customers. Introduces customers to the service department personnel to emphasize to customers the quality and efficiency of the dealership's service operations.

**Receptionist** Routes incoming phone calls to the dealership, takes thorough messages and provides information to callers. Is the dealership's front-line contact with the public and must represent the dealership in a professional, friendly manner at all times. Relieves officials of clerical work and minor administrative and business detail. Composes and types routine correspondence for dealer and department managers. Sends follow-up letters to customers who have purchased vehicles or services.

**Sales Training Manager** Establishes, implements and directs sales training programs to ensure maximum effectiveness of the dealership's sales efforts. Develops and directs sales training plans, programs and procedures. Contracts and schedules internal and external lecturers, motivational speakers, sales, technical and products specialists.

**Service Advisor** Responsible for scheduling service work in the service department and for selling additional services to customers. Greets customers in a timely, friendly manner. Notifies customers who are waiting in line that they will be helped soon. Schedules appointments, communicates with customers to determine the nature of mechanical problems. Obtains customer and vehicle data. Advises customers on the care of their cars and the value of maintaining their vehicles in accordance with manufacturers' specifications using maintenance menus. Follows up with the progress of each repair order and contacts customers regarding any changes in the estimate or time promised. Handles telephone inquiries regarding work in progress and appointments. Delivers vehicle to customer and is available to answer any questions.

**Service & Parts Director** Responsible for running an efficient Service and Parts Department. S/he operates the departments at maximum production, controlling costs, building loyal clientele, maintaining good employee relationships, setting and obtaining sales objectives and maintains service and parts records. Plans, organizes, leads and controls the flow of service work throughout the service department while ensuring quality repairs to the customer. Forecasts goals and objectives for the departments and strives to meet them.

**Shop Foreman** Plans, organizes, leads and controls the flow of service work throughout the service department in a professional, timely manner while ensuring quality repairs. Maintains contact with service customers. Prepares a list of equipment, supplies and repairs required and reviews with the Service Manager as needed. Ensures that technicians follow warranty material disposition procedures. Coordinates parts requirements with the parts department. Spot-checks repairs to assure quality and timely completion. Supervises work of any apprentice technicians as assigned.

**Title Clerk** Verifies costs, including costs of reconditioning and equipment add-ons for the accounting department and prepares legal transfer documents for the DMV. Prepares tax and title documents. Submits extended service policy contracts. Accurately prepares all financial agreements, title/registration applications, rebate checks, extended warranty applications. Keeps informed and updated on NYS motor vehicle requirements and tax laws as they pertain to each sale.

**Used Vehicle Dollup** Renovates used vehicles for resale in accordance with the dealership's quality standards. Inspects vehicles for noticeable defects such as dents, scratches, torn upholstery and poor mechanical operation. Polishes scratches and retouches with enamel. Sews rips and tears in upholstery, cleans and vacuums vehicle interiors. Washes and polishes vehicle exteriors, performs minor mechanical repairs and adjustments. Inspects vehicles for compliance with state safety regulations.

**Service Technician** The work of a service technician has evolved from simply mechanical to a high end technology based field. Must be familiar with the integrated electronic systems and complex computers that run today's vehicles and measure their performance while on the road. Works with electronic diagnostic equipment and computer-based technical reference materials. Use high-tech skills to inspect, maintain and repair automobiles and light trucks while maintaining skills with traditional hand tools. Test drive vehicles and use a variety of testing equipment such as on-board and hand-held diagnostic computers and compression gauges to identify the source of the problem at hand. Test and lubricate engines and other major components and repair or replace worn parts before they cause breakdowns that could damage critical components of the vehicle.

**Warranty Claims Processor** Prepares, records and reconciles warranty claims and submits them to the factories. S/he verifies criteria required by factory or distributor. Follows up with the factory and distributors regarding unpaid claims.