



Employee Job Description		
Position Title: AUTOMOTIVE SERVICE MANAGER		
Position ID #		
Facility: St. Croix Tribal Transportation Facility, Hertel WI		
Job Family: EDC Construction	Comp Grade: DOQ	Status: FT

St. Croix Chippewa Indians of Wisconsin Leadership will strive to uphold the mission, vision, and values of the organization. They will serve as role models for staff and act in a people-centered, service excellence-focused and results-oriented manner.

Purpose:

The purpose and function of the Automotive Service Manager is to run an efficient and profitable automotive service enterprise through productive staffing, customer retention, cost controls, achievement of objectives, and maintenance of all service records. To oversee and operate a safe, efficient facility and ensure technicians' time is consistently sold to service customers.

Required Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- General automotive knowledge
- 4+ years of automotive service experience preferred
- Sales experience in automotive care, tire sales, or other service experience preferred
- Experience in staff/small business management preferred.

Essential Duties:

- Perform maintenance and repair on customer and St. Croix Tribal fleet vehicles.
- Perform the duties of a vehicle technician when required to meet shop service demand.
- Forecast goals and objectives for the department and strive to meet them.
- Prepares and administers an annual operating budget for the service department.
- Maintains reporting systems required by SCTEDC and Tribal Council.
- Attends St. Croix Tribal Enterprise manager meetings.
- Assists EDC Executive Director in developing and implementing a marketing plan that promotes new and repeat business.
- Understands, keeps abreast of, and complies with federal, state, and local regulations that affect service operations, such as hazardous waste disposal, OSHA Right-to-Know, etc.

- Understands and ensures compliance with manufacturer warranty and policy procedures.
- Accounts for all documents and ensures none are missing, and all are processed correctly.
- Holds weekly department meetings.
- Monitors and follows up on parts orders with vendors to ensure availability.
- Initial all repair orders before submitting them to the office manager for invoicing and warranty issuing.
- Establishes and maintains good working relationships with customers to encourage repeat and referral business.
- Supervises the flow of cars within the service department.
- Informs service technicians of time allowances on each repair order.
- Maintains high-quality service repairs and minimizes complaint comebacks. Conducts periodic spot checks of completed jobs for thoroughness and quality.
- Keeps abreast of new equipment and tools available and recommends purchases to SCTEDC.
- Ensures that the work areas and customer waiting area are kept clean.
- Establishes and maintains good working relationships with vocational and technical schools to enhance personnel recruitment and training opportunities.
- Serves as a liaison with St. Croix Tribal Council and St. Croix Tribal Government Staff.
- Ensures the proper care, storage, and inventory of special tools.
- Ensures that customers' service files are up-to-date and readily available for reference.
- Ensures that all customers are greeted promptly and given fair estimates on costs and time required for repairs and maintenance.
- Prepares pricing guides and maintenance menus for frequent labor operations.
- Handles customer complaints and incident reports immediately and according to department guidelines.
- Maintains a safe work environment.
- Maintains a professional appearance.
- Other tasks as assigned.

Note: The responsibilities are intended to describe the general contents of and requirements of this position and are not intended to be an exhaustive statement of duties. Specific tasks or responsibilities will be documented as outlined by the incumbent's immediate manager.

Type of Supervisory Responsibilities: Direct Supervisor Position

Automotive Service Manager – Staff Management Responsibilities:

- Directly supervises 3-4 employees in the facility
- Assigns and schedules work duties to auto service technicians/staff according to individual skill level
- Participates in the hiring and training of an effective auto service team.
- Hires, trains, motivates, counsels, and monitors the performance of all service department staff.
- Strives for harmony and teamwork within the department and all other departments.
- Monitors Automotive Technicians' daily productivity reports and corresponding payroll records.
- Ensure accurate and timely completion of biweekly timecards in accordance with company policies and payroll deadlines.

Directly Reporting to: St. Croix Tribal EDC Executive Director

Matrix of INDIRECT Reporting: St. Croix Tribal EDC Board

Scope and Complexity: Interacts with all levels of management and employees; often trusted with maintaining confidentiality and relaying highly sensitive messages, and appropriate application of business operations and practices.

Automotive Service Manager – Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Traditional office setting, desk, point of sale, restrooms, and waiting room facility
- A typical automotive repair shop environment, hoists, service bay doors, repair tools, and systems
- Work environment can be fast-paced and/or challenging
- Exposure to outdoor elements and warm working conditions in the summer months.
- The environment may include potential hazards, like grease, noise, and fumes.

Automotive Service Manager – Physical Demands:

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. A good automotive mechanic needs to be in good physical condition and possess the ability to perform a range of physical tasks this including:

- Standing, bending, lifting, and working in awkward positions for periods of time.
- Must have the ability to lift at least 50 pounds.
- Must have the ability to manipulate tools that require arm/hand/finger dexterity

Education, Skills, and Certification Requirements:

The State of Wisconsin does not require a state license to work as an automotive mechanic, but holding the correct certifications provides competence with national and industry standards. The following education, skills and certifications are recommended for this position.

- High School Diploma or GED to ensure basic literacy and numeracy skills
- Proficiency in reading and interpreting technical manuals and diagnostic equipment
- Strong mechanical aptitude and problem-solving abilities to troubleshoot complex vehicle issues effectively.
- Technical Diploma (2 Year) Automotive Technician or,
- 2 years of relevant work experience or one year of experience combined with education, ASE (Automotive Service Excellence) Certifications recommended:
 - Automatic Transmission/Transaxle Certification for Auto/Light Truck
 - Brakes Certification for Auto/Light Truck
 - Electrical/Electronic Systems Certification for Auto/Light Truck
 - Engine Performance Certification for Auto/Light Truck
 - Engine Repair Certification for Auto/Light Truck
 - Heating and Air Conditioning Certification for Auto/Light Truck

- Manual Drive Train and Axle Certification for Auto/Light Truck
- Suspension and Steering Certification for Auto/Light Truck
- Automobile Parts Specialist Certification
- Continuous learning mindset to keep up with evolving automotive technologies, especially in advanced diagnostics and electric vehicles.
- A valid Wisconsin Driver's License

All candidates must possess a valid Wisconsin driver's license, liability insurance, and pass a federal background check, which includes a drug screening.

Native American Preference given in accordance with P.L. 93-638 and Amendments

The offer is conditional based on confirmation that the candidate meets all specific criteria required (background check, driver's insurability verification, references, identity verification, and other applicable requirements).

Submit application/resume to: St. Croix Tribal Human Resources Department
 24663 Angeline Avenue
 Webster, WI 54893

EEPID	Employee Printed Name	Employee Signature	Date
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Supervisor Printed Name	Supervisor Signature	Date
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*These are expected to be updated regularly as responsibilities come and go, and will be used to notify employee annually. All signatures are required.