

Salesperson Job Description



What is a Salesperson?

Entry level sales position capable of supporting the DIY business and achieve our sales and service objectives. The role has good knowledge of store systems, basic automotive system knowledge and basic part knowledge. The role has the basic ability to source from stores, hubs, pdq, and external suppliers. The role has in-depth knowledge of the store inventory and maintenance processes. Position can be part time or full time. MVR certification preferred.

Primary Responsibilities

- Provide GAS³ selling experience for DIY customer visits and phone calls
- Achieve personal sales goal and help store achieve its sales goals
- Provide DIY services including battery installation, testing, wiper installs, etc.
- Maintain store product and operational standards
- Responsible for inventory processes including truck put away, shoot outs, cycle counts, Back stock, etc.

Secondary Responsibilities

- Store Cleanliness including floors, bathrooms, facing, dusting, parking lot
- General stocking including truck stocking and back stock
- Safely deliver parts to customers as needed

Success Factors

- Basic driving and navigation ability
- Ability to use delivery board system
- Friendly communication
- Ability to locate and stock parts
- Safety knowledge and skills
- Operating inventory systems and store equipment
- Parts and automotive system knowledge skills
- Operating POS and Parts lookup systems
- Expert at testing and diagnostic equipment for DIY service

Essential Job Skills Necessary for Success as a Salesperson

- Speak and write English (Spanish a plus); communicate effectively and build strong relationships with customers, peers and management
- Read and interpret documents such as safety rules, operating and maintenance instructions, parts catalogs, and procedure manuals
- Use basic math accurately: add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- Ability to work an assortment of days, evenings, and weekends as needed

Prior Experience that Sets a Salesperson up for Success

2-3 years of successful sales experience in a diverse retail environment, providing superior customer experiences

Education

High school diploma or general education degree (GED)

Certificates, Licenses, Registrations

None

Physical Demands

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job, with or without reasonable accommodation. While performing the duties of this job, the employee will predominantly be walking or standing. The employee is required to be able to talk and hear, and use hands and fingers to handle or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job, with or without reasonable accommodation. While performing the duties of this job, the employee is usually working inside; however, they will occasionally be outside and exposed to various weather conditions while performing such tasks as installing batteries and wiper blades. The employee is also occasionally exposed to moving mechanical parts; high, precarious places; toxic or caustic chemicals; risk of electrical shock; explosives; and vibration. The noise level in the work environment is usually moderate

Driver Job Description

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What is a Driver?

Entry level store position capable of supporting delivery of parts to commercial customers. The role has the responsibility to deliver parts to our commercial customers and assist with task and inventory processes in the store. This position can be part time or full time and must be MVR certified.

Primary Responsibilities

- Safely deliver parts to customers as needed
- Pick and stage parts for customer orders
- Pick up returns and cores
- Drop off weekly / monthly sales flyer
- Daily collection of credit accounts

Secondary Responsibilities

- Store Cleanliness including floors, bathrooms, facing, dusting, parking lot
- General stocking including truck stocking and back stock

Success Factors

- Basic driving and navigation ability
- Ability to use delivery board system
- Friendly communication
- Ability to locate and stock parts
- Safety knowledge and skills
- Operating inventory systems (Back stock) and store equipment

Essential Job Skills Necessary for Success as a Driver

- Speak and write English (Spanish a plus); communicate effectively and build strong relationships with customers, peers and management
- Read and interpret documents such as safety rules, operating and maintenance instructions, parts catalogs, and procedure manuals
- Use basic math accurately: add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- Ability to work an assortment of days, evenings, and weekends as needed

Prior Experience that Sets a Driver up for Success

Automotive parts experience is preferred

Education

High school diploma or general education degree (GED)

Certificates, Licenses, Registrations

Must have a valid driver's license and be fleet safety certified

Physical Demands

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Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job, with or without reasonable accommodation. While performing the duties of this job, the employee is usually working inside; however, they will occasionally be outside and exposed to various weather conditions while performing such tasks as installing batteries and wiper blades. The employee is also

occasionally exposed to moving mechanical parts; high, precarious places; toxic or caustic chemicals; risk of electrical shock; explosives; and vibration. The noise level in the work environment is usually moderate.

Web Content Viewer

Assistant General Manager Job Description



What is an Assistant General Manager?

Professional level sales and entry level management position capable of supporting basic and advance functions on both sides of the business. The role has knowledge of store systems, advance automotive system knowledge and part knowledge, and has ability for identification, trouble shooting and project assistance for DIY customers. The role has in-depth knowledge of the store inventory and maintenance processes. The role owns responsibility for maintaining company standards around operating and product processes. **AGM role is a developmental position to the General Manager role. The time in role should minimally be 9 months and is not recommended to exceed 2 years.** AGMs will participate in the GM development program. AGMs must have the ability to work in multiple store within the district, region, and area based on business needs (vacancies, inventories, etc.). Position is only full time.

Primary Responsibilities

- Provide GAS³ selling experience for DIY and DIFM customers
- Achieve personal / store sales goals and service objectives
- Manage DIY services including battery installation, testing, wiper installs, etc.
- Ensure high standards of customer service including prompt handling of any complaints for product and operational standards
- Manager on duty responsibilities (touch base/coaching, floor/phone mgmt., task assignment and completion, safety, open/close duties)
- Weekly scheduling process

Secondary Responsibilities

- Assist in backing up operations of commercial delivery program
- Provide DIY services including battery installation, testing, wiper installs, etc.

Success Factors

- Friendly communication
- Ability to locate and stock parts
- Safety knowledge and skills
- Parts and automotive system knowledge skills
- ASE P2 certified or ASE ready equivalent
- Ability to execute and train advanced solution, project and product quality recommendations
- Ability to source from numerous places including special order, FDO, second source, etc.
- Ability to execute and train all store operational processes and procedures, and testing and diagnostic equipment for DIY services
- Ability to execute and train inventory systems and store equipment
- Ability to execute and train POS and Parts lookup systems
- Ability to review and analyze P&L statement

Essential Job Skills Necessary for Success as an Assistant General Manager

- Working knowledge of automotive systems preferred
- Speak and write English (Spanish a plus); communicate effectively and build strong relationships with customers, peers and upper management
- Use Microsoft software effectively (Word, Excel required – PowerPoint preferred)
- Calculate figures and amounts such as discounts, percentages, sales increases, and gross profit percent
- Ability to review and analyze business reports, such as profit and loss statement (P&L)
- Hold others accountable, inspect work quality and give feedback in a way that is inspiring
- Ability to work an assortment of days, evenings, and weekends as needed

Prior Experience that Sets an Assistant General Manager up for Success

2-3 years of experience managing a team of 10 – 20 Team Members in a fast-paced and highly dynamic retail environment

Successful experience managing profitability; proven financial and business acumen

Education

High school diploma or general education degree (GED), Bachelor's degree in business or a related area preferred

Certificates, Licenses, Registrations

ASE certification preferred, but not required

Physical Demands

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General Manager Job Description



What is a General Manager?

A General Manager must be committed to inspiring our team, helping our Customers succeed and growing our business with integrity. Professional level sales and management position capable of supporting functions on both sides of the business. The role requires understanding of store systems, automotive systems, parts knowledge and has the ability to identify, troubleshoot and project assist for DIY. Responsible for developing and maintaining Professional Customer relationships and program growth. Is accountable for achieving financial metrics and maintaining service and appearance standards. Position is exempt and requires a minimum of 50-55 hours per week (excluding meal break periods). The average schedule is 5-6 days a week, 11 hour shifts, including rotating nights and weekends, with an hour for lunch. Additional hours may be required based on staffing, store conditions, sales to target, and other business demands. General Managers are required to work a schedule based on the needs of the business.

Primary Responsibilities

- Achieve overall store sales goals and service objectives
- Manage and grow Professional Customer relationships/sales, including building and holding team accountable to executing Customer action plans
- Selection, hiring, development, performance mgmt., coaching, scheduling and engagement of store Team Members
- Ensure execution of all inventory and operational standards
- Coach all Team Members to deliver on Customer expectations (DIY and Professional)
- Manager on duty responsibilities (touch base/coaching, floor/phone mgmt., task assignment and completion, safety, open/close duties)
- Ability to lead change management
- Embrace diversity and foster a respectful environment for both Customers and Team Members

Secondary Responsibilities

- Provide DIY service including battery installation, testing, wiper install, etc.
- Assist District/Region in other functions upon request

Success Factors

- Friendly communication
- Ability to locate and stock parts
- Safety knowledge and skills
- Ability to become ASE P2 certified or ASE ready equivalent
- Ability to execute and train project and product quality recommendations
- Advanced parts lookup and sourcing
- Ability to source from numerous places including special order, FDO, second source, etc.
- Ability to execute and train all store operational processes and procedures, and testing and diagnostic equipment for DIY services
- Ability to execute and train inventory systems and store equipment
- Ability to execute and train POS and Parts lookup systems
- Ability to review and analyze P&L statement

- Ability to recruit, select, hire and develop quality Team Members
- Ability to build and grow relationships with Professional Customers

Essential Job Skills Necessary for Success as a General Manager

- Working knowledge of automotive systems preferred
- Speak and write English (Spanish a plus); communicate effectively and build strong relationships with Customers, peers and upper management
- Use Microsoft software effectively (Word, Excel required; PowerPoint preferred)
- Calculate figures and amounts such as discounts, percentages, sales increases, and gross profit percent
- Ability to review and analyze business reports, such as profit and loss statement (P&L)
- Hold others accountable, inspect work quality and give feedback in a way that is inspiring
- Ability to work an assortment of days, evenings and weekends as needed

Prior Experience that Sets a General Manager up for Success

- 2-3 years of experience managing a team of 10 - 20 Team Members in a fast-paced and highly dynamic retail environment
- Successful experience managing profitability; proven financial and business acumen

Education

High school diploma or general education degree (GED), Bachelor's degree in business or a related area preferred.

Certificates, Licenses, Registrations

- Must have a valid driver's license
- ASE certification preferred, but not required

Physical Demands

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