

**JOB DESCRIPTION**  
For  
**Store Manager / Location Manager**

**ESSENTIAL JOB DUTIES:**

- 1) Be responsible for profitability of store's operation
- 2) Be responsible for advertising and merchandising for operation
- 3) Be responsible for hiring, training, supervising, evaluation, and discipline of all personnel at location
- 4) Be responsible for and insure that facilities and equipment are kept clean, neat, and free of hazardous conditions
- 5) Be responsible for maintenance of property and rolling stock as necessary
- 6) To monitor and coordinate sales activity for all products and services offered at location
- 7) To monitor customer trends and competitive activity in trade area, informing management as necessary
- 8) Be responsible for all inventories, follow corporate vendor buying policy, analyze stocking levels and turnovers
- 9) Be responsible for accounts receivable, the collection of accounts receivable and insuring company policy is followed
- 10) To monitor accounts payable, verify correct billing, authorize all payments, inform management of problems
- 11) To monitor and insure accuracy of all invoicing, credits issued, and adjustments or concessions made
- 12) To monitor and analyze all daily and monthly documents, logs, and reports provided by management
- 13) To provide superior customer service at all times
- 14) Regularly lift objects weighing in excess of 20 pounds, and occasionally lift objects in excess of 80 pounds
- 15) Pass all company required training within 120 days of employment
- 16) Perform other duties as may be required by management for operation of store
- 17) Perform all duties safely as trained and in accordance with state and federal law and the Company's Safety Policy

**The duties listed above are not all inclusive, but outline the essential duties associated with this job description.**

I have read the description of essential job duties above and understand the requirements to perform this job satisfactorily.

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Applicant's Signature

\_\_\_\_\_  
Date

**JOB DESCRIPTION**  
For  
**Service Manager / Assistant Manager**

**ESSENTIAL JOB DUTIES:**

- 1) Be responsible for the profitability of service department at location
- 2) To schedule service work and to direct the service technicians who will perform such work
- 3) To talk with customers, advise them of condition of their vehicle and provide estimate of repair cost
- 4) To actively sell all products and services we offer, whether as preventative maintenance or required repairs
- 5) To maintain parts and supply inventories as necessary to facilitate smooth work flows
- 6) To monitor and maintain condition of shop equipment, advise the manager of unsafe or inefficient operation
- 7) To monitor and maintain ASE certification of yourself and other service personnel
- 8) To assist service personnel in any way necessary to provide smooth work flow and customer satisfaction
- 9) To initiate and monitor all service billing to insure accuracy in pricing and services delivered
- 10) To supervise all handling and testing of customer vehicles while at our facility
- 11) To analyze financial reports in regard to-service profitability, technician performance, and parts turnover
- 12) To assist the manager with other sales, service, and clerical functions as necessary
- 13) Work directly with the manager on personnel matters, including the hiring, firing and disciplining of employees
- 14) To provide superior customer service at all times
- 15) To supervise and assist in maintaining cleanliness of facilities and inventories as necessary
- 16) To regularly perform shop operations procedures including, but not limited to, tire mounting, balancing, rotations, routine maintenance services to keep shop schedule current or to fill in for staff.
- 17) Regularly lift objects weighing in excess of 20 pounds, and occasionally lift objects weighing in excess of 80 pounds
- 18) Pass all company required training within 120 days of employment
- 19) Perform other duties as may be required by the manager
- 20) Perform all duties safely as trained and in accordance with state and federal law and the Company's Safety Policy

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I have read the description of essential job duties above and understand the requirements to perform this job satisfactorily.

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Date

**JOB DESCRIPTION**  
**For**  
**Receptionist / Secretary / Clerk**

**ESSENTIAL JOB DUTIES:**

- 1) To answer phone and direct calls to proper person in facility
- 2) To greet customers as they enter facility and help in any way necessary
- 3) To monitor bank balances (both petty cash and checking), reporting balances to corporate office daily
- 4) To properly process and file all deliveries, invoicing, receipts, deposits, etc. on daily basis
- 5) To properly process and file all daily and monthly computer generated documents and reports as necessary
- 6) To properly process and file all vendor payables, coordinating with corporate office to insure prompt payment
- 7) To properly process all inputs to accounts receivable, print and mail customer statements
- 8) To properly maintain control logs as required by management
- 9) Be able to initiate or complete customer invoicing, payment processing, etc. as necessary
- 10) Be available to pick up or deliver customers, their vehicles, or other materials
- 11) To provide superior customer service at all times
- 12) To assist with merchandising and maintaining cleanliness of facilities as required by management
- 13) Regularly lift light objects, and occasionally lift items over 20 pounds
- 14) Pass all company required training within 120 days of employment
- 15) Perform other duties as required by management
- 16) Perform all duties safely as trained and in accordance with state and federal law and the Company's Safety Policy

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I have read the description of essential job duties above and understand the requirements to perform this job satisfactorily.

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Date

**JOB DESCRIPTION**  
For  
**Truck Service Technician**

**ESSENTIAL JOB DUTIES:**

- 1) Perform diagnosis of problems on vehicles as required
- 2) Perform mechanical service and repair on vehicles as required
- 3) Prepare service estimates for the repair of vehicles and advise customer of needs if necessary
- 4) Obtain and maintain at least one level of ASE (Automotive Service Excellence) or equivalent certification
- 5) Obtain industry recognized air brake certification
- 6) Provide superior customer service at all times
- 7) Maintain equipment and facilities as required by management
- 8) Regularly lift objects weighing in excess of 20 pounds, and occasionally lift objects weighing in excess of 80 pounds
- 9) Pass all company required training within 120 days of employment
- 10) Perform other duties as may be required by management
- 11) Perform all duties safely as trained and in accordance with state and federal law and the Company's Safety Policy

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Applicant's Signature

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Date

**JOB DESCRIPTION**  
For  
**Warehouse Person**

**ESSENTIAL JOB DUTIES:**

- 1) Unload, load and stock inventory as required by management
- 2) Maintain equipment and facilities as required by management
- 3) Provide superior customer service at all times
- 4) Regularly lift objects weighing in excess of 20 pounds, and occasionally lift objects weighing in excess of 80 pounds
- 5) Deliver product to customers or pickup product from suppliers as required
- 6) Pass all company required training within 120 days of employment
- 7) Perform other duties as required by management
- 8) Perform all duties safely as trained and in accordance with state and federal law and the Company's Safety Policy.

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I have read the description of essential job duties above and understand the requirements to perform this job satisfactorily.

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Applicant's Signature

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Date

**JOB DESCRIPTION**  
For  
**Retail Sales Person / Sales Clerk**

**ESSENTIAL JOB DUTIES:**

- 1) To learn and maintain knowledge of all products and services offered at your location
- 2) To actively sell all products and services offered at your location
- 3) To gather information and make judgements as necessary to facilitate payment for goods and services delivered
- 4) To properly complete all invoicing/crediting as required for business transacted with our customers
- 5) To keep informed and advise management of customer trends and competitive activity
- 6) To provide technical information to customers as necessary
- 7) To maintain stocking levels and cleanliness of inventory in sales area as necessary
- 8) To assist with maintenance and cleaning of equipment and facilities as required by management
- 9) To assist management with other sales, service, clerical functions as necessary
- 10) To assist in pickup or delivery of customers, their vehicles or supplies as required
- 11) To regularly lift objects weighing in excess of 20 pounds
- 12) To provide superior customer service at all times
- 13) Pass all company required training within 120 days of employment
- 14) Perform other duties as may be required by management
- 15) Perform all duties safely as trained and in accordance with state and federal law and the Company's Safety Policy

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Applicant's Signature

\_\_\_\_\_  
Date

**JOB DESCRIPTION**  
**For**  
**Auto Service Technician**

**ESSENTIAL JOB DUTIES:**

- 1) Perform diagnosis of problems on all operational systems of vehicles
- 2) Perform mechanical service and repair on all import and domestic autos and light trucks
- 3) Prepare service estimates for the repair of vehicles, talk with customer to advise of repairs needed when necessary
- 4) Provide superior customer service at all times
- 5) Obtain and or maintain a minimum of 1 of 8 available ASE certifications
- 6) To assist with pickup and delivery of customers, their vehicles, or other materials
- 7) To assist with maintenance and cleaning of equipment and facilities as required by management
- 8) Regularly lift objects weighing in excess of 20 pounds, and occasionally lift objects weighing in excess of 80 pounds
- 9) Pass all company required training within 120 days of employment
- 10) Perform other duties as may be required by management
- 11) Perform all duties safely as trained and in accordance with state and federal law and the Company's Safety Policy.

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Applicant's Signature

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Date

**JOB DESCRIPTION**  
**For**  
**Tire Technician / General Service**

**ESSENTIAL JOB DUTIES:**

- 1) Install and/or repair all types of tires including multi-piece rims
- 2) Perform general mechanical service on vehicles as required by Management
- 3) Unload, load, and stock inventory as required by Management
- 4) To assist with maintenance and cleaning of equipment and facilities as required by Management
- 5) To assist with pickup and delivery of customers, their vehicles, or other materials
- 6) Provide superior customer service at all times
- 7) Regularly lift objects weighing in excess of 20 pounds, and occasionally lift objects weighing in excess of 80 pounds
- 8) Perform other duties as may be required by Management
- 9) Pass all company required training within 120 days of employment
- 10) Perform all duties safely as trained and in accordance with state and federal law and the Company's Safety Policy.

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Applicant's Signature

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Date



**JOB DESCRIPTION**  
**For**  
**Commercial Tire Sales Person**

**ESSENTIAL JOB DUTIES:**

- 1) To conduct sales presentations to commercial and wholesale accounts
- 2) To make cold calls and develop new accounts
- 3) To perform fleet survey analysis for customers
- 4) To keep records and history on customers to maximize sales of our products and services
- 5) To make regular sales calls, delivery and pickup of product as necessary
- 6) To gather information and make judgements necessary to facilitate payment for products and services delivered
- 7) To properly complete all invoicing/crediting as required for business transacted with our customers
- 8) Collection of both timely and past due payments from customer accounts
- 9) Set up and charge to customer credit accounts in accordance with company policy
- 10) To provide technical assistance to customers as necessary
- 11) To keep informed and advise management of customer trends and competitive activity
- 12) Provide superior customer service at all times
- 13) Regularly lift objects weighing in excess of 80 pounds
- 14) Pass all company required training within 120 days of employment
- 15) Perform other duties as may be required by management
- 16) Perform all duties safely as trained and in accordance with state and federal law and the Company's Safety Policy
- 17) Must obtain and be able to renew a medical card in accordance with U.S. Department of Transportation regulations

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Applicant's Signature

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Date

**JOB DESCRIPTION**  
For  
**Sales Route Support Person**

**ESSENTIAL JOB DUTIES:**

- 1) Assist outside sales force with loading, unloading and delivery of products sold to commercial and wholesale customers.
- 2) Make regular delivery and pickup of products as necessary.
- 3) Provide assistance to customers as necessary as requested by sales personnel.
- 4) Keep informed and advise management and sales personnel of trends and activity of customers.
- 5) Provide superior customer service at all times.
- 6) Regularly lift objects weighing in excess of 80 pounds.
- 7) Perform other duties as they may be required by management.
- 8) Perform all duties safely as trained and in accordance with state and federal law and the Company's Safety Policy.
- 9) Pass all company required training within 120 days of employment.
- 10) Must obtain and be able to renew a medical card in accordance with US DOT regulations.
- 11) Must abide by US regulations and safety policy.
- 12) Must maintain a current and valid drivers license.

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Applicant's Signature

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Date

**JOB DESCRIPTION**  
**For**  
**Commercial Tire / Fleet Service Specialist**

**ESSENTIAL JOB DUTIES:**

- 1) Install and/or repair all types of tires including truck, farm, and OTR, at our location as well as customer's location. Work with multi-piece wheels
- 2) Safely operate and maintain service vehicle while performing job
- 3) To be on call after hours or on weekends as required by management
- 4) To gather information and make judgements necessary to facilitate payment for services rendered
- 5) Obtain and maintain current TIA (Tire Industry Association) commercial certification
- 6) Obtain industry recognized air brake certification
- 7) Perform general mechanical service on vehicles as required by management
- 8) Maintain equipment and facilities as required by management
- 9) Provide superior customer service at all times
- 10) Regularly lift objects weighing in excess of 80 pounds
- 11) Pass all company required training within 120 days of employment
- 12) Perform other duties as may be required by management
- 13) Perform all duties safely as trained and in accordance with state and federal law and the Company's Safety Policy

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