BestDrive Service Lead

Your tasks



Job ID
REF100688U

Field of work
Quality

Location
Urbana

Leadership level
Leading People

Job flexibility
Onsite Job

Working time
Full Time

Salary classification
30 USD - 35 USD hourly gross

Legal Entity
Continental Tire the Americas, LLC

HOW YOU WILL MAKE AN IMPACT -

The Service Lead is an hourly, hands-on leadership role responsible for coordinating and leading daily commercial tire service activities within a retail and fleet service environment. This position provides working leadership to service technicians while actively participating in service operations, including shop work, road service coordination, workflow execution, safety compliance, and customer service support.

The Service Lead works under the direction of the Store Manager and focuses on execution, technician guidance, and operational consistency, rather than independent departmental management. This role does not have final authority over hiring, termination, compensation, or disciplinary decisions.

Key Responsibilities

Service & Operations Leadership

- Lead and participate in daily service operations, including shop workflow, road service dispatch coordination, drive-up service, and emergency fleet calls.
- Perform hands-on tire service work as needed, including mounting, balancing, repairs, inspections, and related service activities.
- Provide real-time direction and task coordination to service technicians during shifts.
- Ensure service work is completed accurately, efficiently, and in compliance with established procedures and safety standards.
- Monitor service workflow and productivity to support customer turnaround and uptime expectations.
- Escalate operational issues, staffing challenges, or service delays to the Store Manager.

Customer & Fleet Service Support

- Serve as a first-level escalation point for service-related customer and fleet concerns.
- Assist with inbound service calls, scheduling, and coordination of service activities.
- Support accurate communication of service offerings and tire pricing in accordance with approved pricing structures.
- Promote a consistent, professional customer experience focused on safety, reliability, and service quality.

People Leadership & Training Support

- Provide day-to-day guidance, coaching, and direction to service

technicians.
- Lead by example through active participation in service work and adherence to safety and quality standards.
- Support onboarding and training of new technicians and service staff.
- Reinforce productivity, attendance, conduct, and safety expectations.
- Communicate performance observations and concerns to the Store Manager and Human Resources.

Safety, Compliance & Asset Support

- Enforce all safety programs, including OSHA, DOT, and internal safety standards.
- Ensure compliance with torque procedures, PPE usage, lock-out/tag-out, and hazardous material handling.
- Maintain the Hazardous Materials (HazMat) Book and ensure required documentation is current.
- Verify service truck tools, equipment, and inventory are properly maintained.
- Support preventive maintenance, inspections, and safe operation of service vehicles.
- Maintain accurate mileage, fuel usage, and vehicle-related documentation as required.

Inventory & Administrative Support

- Assist with monitoring tire, supply, and service material inventory levels.
- Complete required service documentation, timekeeping inputs, and operational reporting.
- Support shop, yard, and service area housekeeping, organization, and safety standards.

Store Support & Coverage

- Provide operational support to the Store Manager as directed.
- Assist with execution of company initiatives, operational standards, and process improvements.
- Serve as a designated point of contact during Store Manager absences when assigned, with decision-making authority limited to routine operational matters.

Key Competencies

- Commercial Tire & Fleet Service Operations
- Hands-On Service Leadership
- Service Dispatch & Workflow Coordination
- Safety Compliance & Risk Awareness
- Technician Coaching & On-Shift Guidance
- Customer Service & Issue Resolution
- Inventory & Asset Awareness
- Time Management & Prioritization
- Problem Solving
- Team Accountability

Your profile

Qualifications

WHAT YOU BRING TO THE ROLE -

- Automotive or commercial tire industry experience in a service or operations role
- Demonstrated ability to lead and guide technicians in a fast-paced service environment
- Strong communication skills with technicians, customers, and leadership
- Working knowledge of tire service procedures and fleet service operations

ADDITIONAL WAYS TO STAND OUT -

- High School Diploma or equivalent; technical training or military experience preferred
- 3-5+ years of experience in the commercial tire industry
- Prior experience as a lead technician or informal team lead
- Experience supporting training and technician development

Legal authorization to work in the U.S. is required. We will not sponsor individuals for employment visas, now or in the future, for this job opening.

Our offer

Additional information

Work Environment & Expectations

- 100% on-site role in a commercial tire shop and outdoor service environment
- Exposure to varying weather conditions, noise, heavy equipment, and moving vehicles
- Regular interaction with fleet customers, technicians, and delivery vehicles
- Flexible scheduling required, including early mornings, evenings, weekends, and on-call service support as business needs require
- Strong emphasis on safety, compliance, attendance, and operational accountability

Physical Requirements

- Ability to occasionally lift 150+ lbs
- Ability to occasionally push or pull 200+ lbs
- Ability to stand, walk, bend, kneel, and work in a physically demanding environment

THE PERKS -

- Immediate Benefits
- Paid Time Off
- Employee Discounts, including tire discounts
- Employer 401(k) Match
- Diverse & Inclusive Work Environment
- Employee Assistance Program
- Future Growth Opportunities

- And more benefits that come with working for a global industry leader!

EEO-Statement:

EEO / Disabled / Protected Veteran Employer. Continental offers equal employment opportunities to all qualified individuals, without regard to unlawful consideration to race, color, sex, sexual orientation, gender identity, age, religion, national origin, disability, veteran status, or any other status protected by applicable law. In addition, as a federal contractor, Continental complies with government regulations, including affirmative action responsibilities for qualified individuals with a disability and protected veterans, where they apply. To be considered, you must apply for a specific position for which Continental has a current posted job opening. Qualifying applications will be considered only for the specific opening(s) to which you apply. If you would like to be considered for additional or future job openings, we encourage you to reapply for other opportunities as they become available. Further, Continental provides reasonable accommodations to qualified individuals with a disability. If you need assistance in the application process, please reply to Careers@conti-na.com or contact US Recruiting at 800-821-2727. This telephone line and email address are reserved solely for job seekers with disabilities requesting accessibility assistance or an accommodation in the job application process. Please do not call about the status of your job application, if you do not require accessibility assistance or an accommodation. Messages left for other purposes, such as following up on an application or non-disability related technical issues, will not receive a call back.

Ready to drive with Continental? Take the first step and fill in the online application.

About us

BestDrive, a wholly owned subsidiary of Continental, is quickly becoming the top choice among commercial trucking fleets for our high-quality products and exceptional service. BestDrive Commercial Tire Centers specializes in providing fleet customers with innovative tire solutions including award-winning Continental and General Tire brand products, innovative commercial solution products such as ContiPressureCheck, and a wide array of multi-brand truck tires to address all market segments. Since our founding in 2012, we presently have 25 locations throughout the United States and continue to rapidly expand our footprint throughout the country.