

# BestDrive Retail Assistant Store Manager

## 工作职责

The Retail Assistant Manager is responsible for helping to manage the daily activities necessary to create and maintain sales, operations, and service of a well-established tire dealership. The primary goal of this position is to maximize sales revenue, exceed the expectations of our customers by providing exceptional customer service. The Retail Assistant Manager will be the first line of contact with the customer and is charged with resolving tire issues, service problems and reducing down-time for our customers. Manage the daily activities inside a premium commercial tire dealership. These activities include but are not limited to:

### Essential Duties:

- Support inbound calls and orders; provide order entry and logistics assistance for the outside sales associates.
- Demonstrate excellent phone and customer service skills to interact with internal and external customers
- Determine / understand customer needs through qualifying and needs assessment.
- Persuasively up-selling ancillary drivers by recognizing opportunities and explaining benefits.
- Receive and enter all incoming calls for immediate dispatch of service vehicles
- Act as a liaison between the servicing location and the customer
- Communicate with Manager and Supervisor daily.
- Relay work orders to service managers to complete service request.
- Start work orders and invoice as required.
- Assist in verifying all incoming and outgoing product for accuracy in terms of amount, size, and type, informing management of inventory and supply shortages as well as assisting in actual periodic inventory counts
- Ensure all administrative paperwork concerning delivery orders required to move with shipments is available for inspection and that appropriate paperwork accompanies delivery
- Abide by all Company safety policies and state and federal transportation regulations
- Reconcile monthly inventory.
- Process and administer inventory receiving and deliveries
- Assist in quarterly inventory while maintaining security of products and control measures.
- Must be available to work rotating shifts, potentially nights and occasional weekends.

## 你的档案

### Required Qualifications:



职位号码

**REF501270**

所在地

玛丽埃塔

领导力级别

**Leading People**

工作场所灵活度

**Onsite Job**

法律个体

**Continental Tire the Americas, LLC**

- Must be 18 years or older
- High School Diploma or equivalent
- Valid Driver's License in good standing
- Excellent written and oral communication skills.
- Basic math skills
- Attention to detail
- Multitasking

#### **Preferred Qualifications:**

- 1-2 years previous management experience
- Previous tire dealership experience
- Bilingual - English and Spanish speaking
- Microsoft Office - Intermediate

#### **Work Environment & Physical Requirements**

- Work hours are typically 7am-5pm Monday – Friday. Saturday and evenings as needed; may have little to no advance notice.
- This position operates in all types of indoor and outdoor work environments, therefore exposure to heat and cold is to be expected.
- While performing the duties of this job, employee is regularly required to stand, bend, climb, lift and walk.
- Required to handle hazardous materials and wear various forms of protective equipment (safety shoes, gloves, protective eyewear, etc.). Comply with OSHA and MSHA regulations and safety requirements.
- Required to lift 50-75 lbs. routinely.

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- Required to lift 50-75 lbs. routinely; may be required to occasionally lift, up to 100 lbs. individually.

#### **Why you should apply:**

- Immediate Benefits
- Paid Time Off
- Employee Discounts
- Employer 401(k) Match
- And more benefits that come with working for a global industry leader!

## EEO-Statement:

EEO / AA / 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, 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](mailto:Careers@conti-na.com) or contact US Recruiting at 248.393.5566. 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.

## 关于我们

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