

# BestDrive Service Manager

## Descrição da função

As a Service Manager you will manage the service activities for a busy commercial tire & service center. The Service Manager will be involved with the operation and maintenance of a commercial fleet repair and warehouse by performing the following duties personally or through subordinates.

## Essential Duties and Responsibilities:

- Provide general supervision to inside and outside service technicians: mounting and balancing tires, repairing valve stems, etc. Service manager is to be on the floor with his team of techs working alongside of them.
- Running the service side of the business, dispatch, drive up, routing, inside selling, answering phones, inventory control. Must be available to run road calls and night calls when needed.
- Follow established procedures to inspect tires, and wheels before and after service.
- Communicate effectively with customers and employees in assessing customer needs.
- Meeting customer requirements for service in a timely manner.
- Ensure that work quality is maintained and tires correctly labeled.
- Quoting tire prices, including casing trade-ins, accurately.
- Assist with the hiring and training of new Service Department employees.
- Provide back-up to General Manager in store operations.
- Assisting the General Manager in implementing programs and procedures to ensure the safety of associates and customers.
- Verifies equipment and merchandise on service trucks.
- Ensure that tools for shop and service trucks are replaced and/or repaired.
- Responsible for the accuracy of mileage, maintenance and fuel consumption records on service vehicles.
- Ensures that all service vehicles have regular preventative maintenance and are in proper operating condition.
- Maintain reasonable inventory levels of supplies and materials to maintain uninterrupted production at varying seasonal demands.
- Maintain Hazardous Materials Book required by OSHA.
- Complete paperwork as required for inventory, payroll, accounting, etc.
- Ensure that general housekeeping responsibilities are performed.
- Excellent safety and attendance performance are expected.
- Perform other duties as assigned

## Requisitos

### Job Requirements

- HS Diploma required. Some college or military education preferred.



Identificação da vaga  
**REF56373Q**

Área funcional  
**General Management**

Local  
**San Luis**

Nível de liderança  
**Leading People**

Modalidade de trabalho  
**Onsite Job**

Pessoa jurídica  
**Continental Tire the Americas,  
LLC**

- Automotive or previous tire industry experience required; three to five years in a service capacity
- Ability to apply basic math, reading, and writing skills
- Ability to communicate effectively with customers and coworkers

### **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/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 75-100 lbs. routinely; may be required to occasionally lift, up to 150 lbs. individually.

### **O que oferecemos**

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.

## **Quem somos**

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 23 locations throughout the United States and continue to rapidly expand our footprint throughout the country