JOB DESCRIPTION

| **Title** | SHOP MANAGER |
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| **Reports To** | [insert title] |

**Job Purpose**

The role of Shop Manager at [organization name] is a multi-faceted role that serves as a critical component of the shop's daily operations. Responsible for overseeing shop orders, prioritizing work, and assisting mechanics, this role is integral to the smooth functioning of the shop.

In addition to shop management, this role also involves performing truck driver duties approximately 40% of the time. Reporting to both the dispatcher for planning, and the office manager for administrative tasks, the Shop Manager is a linchpin in coordinating various aspects of [organization name]'s operations.

**Duties and Responsibilities**

Responsibilities include, but are not limited to:

* Manage and prioritize shop orders to ensure timely completion.
* Ensure communication with clients in the event of delays.
* Assist mechanics in repair and maintenance tasks.
* Track and complete supply orders for the shop, reporting any discrepancies and/or damages.
* Perform truck driver duties, as required, approximately 40% of the time.
* Ensure the load is safely secured in the truck.
* Comply with all applicable safe driving regulations and logbook duties.
* Complete pre-trip inspections.
* Notify the safety manager and dispatcher of any safety concerns.
* Comply with any weighing station responsibilities.
* Plan efficient routes using navigation systems and maps to ensure timely deliveries.
* Submit expense reports on a timely basis.
* Maintain appropriate driver certification for completing truck driver duties.
* Coordinate with the dispatcher for planning and scheduling.
* Report to the office manager for administrative tasks and updates.
* Ensure compliance with safety and quality standards.
* Maintain inventory levels and order supplies as needed.
* Handle customer inquiries and provide high levels of customer service.
* Generate reports on shop performance, inventory, and other key metrics.
* Perform other related duties as assigned.

**Key Qualifications**

* X years of experience as a manager or in a comparable operations/leadership position involving shop management and truck driving is a plus.
* XX years as a truck driver or delivery person.
* Previous experience working in logistics is an asset.
* Bachelor’s Degree in Business or equivalent subject; an advanced degree is required/a plus
* Valid truck driving license.
* Clean driver’s abstract.
* Proficiency in Office applications and related software (insert software e.g., inventory software, employee scheduling software).
* Strong understanding of automotive repair and maintenance.
* Strong understanding of cost and labour systems that lead to profitability.
* Excellent supply chain knowledge and understanding.

**Core Competencies**

* Sound judgment with the ability to make timely and sound decisions.
* Works well under pressure and deals with stressful situations during peak business levels.
* Excellent communication skills.
* Excellent interpersonal skills.
* Exceptional organizational and leadership abilities.
* Problem-solving aptitude.
* Superior analytical skills.
* Excellent multi-tasking skills.
* Ability to see the big picture.

**Working Conditions**

* The standard work week for this position is [insert #] hours.
* The standard business hours for this position are [insert core hours].
* Overtime and hours worked outside of the standard work schedule may be required.
* May involve lifting XX pounds.
* Involves both desk work, time spent on the shop floor, and driving on highways and in cities.
* The role is subject to high pressure due to work volume, goals, and an overall fast-paced environment.