

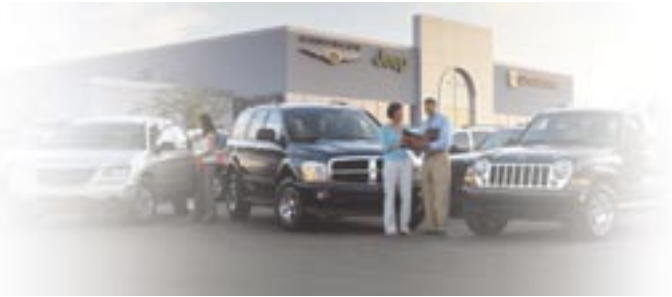


Chrysler Group Automotive Retail Careers



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Chrysler Group Automotive Retail Careers



There's no business like the retail automotive business. It's exciting, fast-paced and always changing. It requires teamwork and it rewards individual performance. And there's no better place to be in the business than at a Chrysler, Jeep® or Dodge dealership.

Opportunities abound. There's a full range of positions in sales, service, parts, administration, clerical and reception — from entry level to seasoned professional. And there's plenty of room to grow into management. In fact, many of our dealers began their careers in an entry-level position at a dealership and now they run their own businesses.

This booklet provides an overview of the positions in our dealerships, complete with job descriptions and qualifications. Although not every position will be open at every dealership, we encourage you to contact your local Chrysler, Jeep and Dodge dealer for employment opportunities. DaimlerChrysler is an Equal Opportunity Employer and we take great pride in the diversity of our workforce. We strongly encourage prospective employees from all backgrounds, including minorities and females, to apply for open positions.

There's no better time to be part of the Chrysler, Jeep and Dodge Team. There's a bright future ahead of us as we continue our drive for world-class performance. Be a part of that future and join us in our journey of continued success.

Mike Manley
Vice President
Dealer Operations

"I feel blessed to have found my current job. I loved being around cars and just didn't have the money to go to college. Now I have a chance to support my family doing something I truly enjoy."



"I started off in an entry-level position, and now I'm a manager. Our dealership's management took a chance on me because of my positive performance. I now feel I have a great deal of control over my career."

"I joined this dealership right out of high school. There are other positions that I can aim for when I get more experience. The benefits and pay are great, and I enjoy meeting new people every day."



"Our dealership management is committed to promoting people based on job performance. To know that there is a real career path for anyone who works hard means I have a chance to improve my life. I'd encourage everyone to check out a DaimlerChrysler dealership near them."

Automotive Retail Careers

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Administrative Receptionist pg. 4



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Do you enjoy . . .

- Working with the public?
- Assisting customers?
- Working with numbers?

PURPOSE: The Cashier receives payment for products and services sold by the dealership, and plays a key role in maintaining customer satisfaction during the business transaction.

▶ **BASIC DUTIES:**

- Greets customers at the cashier window in a pleasant and professional manner
- Processes customer bills
- Receives cash, checks and credit card payments from customers; records amount received
- Makes change and issues receipts to customers
- Provides refunds or credit memorandums to customers for returned merchandise or as directed by managers
- Reconciles cash drawer daily
- Answers customer questions about service performed or products purchased, or refers them to someone who can
- Handles customer complaints with integrity and poise and, when necessary, refers dissatisfied customers to the appropriate individuals for resolution
- Serves as backup and provides assistance for clerical, secretarial and switchboard positions as needed
- Conducts business in an ethical and professional manner

▶ **BASIC QUALIFICATIONS:**

- High level of professional personal appearance and conduct
- Ability to multitask
- Ability to communicate with other dealership personnel
- Education: High school diploma or equivalent



"I was getting my oil changed at this dealership when I heard they needed a cashier. I'm so glad I got the job. It's a great starting position for all the office jobs at the dealership."

Do you enjoy . . .

- Organizing?
- Performing activities that are detail oriented?
- Working in an office environment?

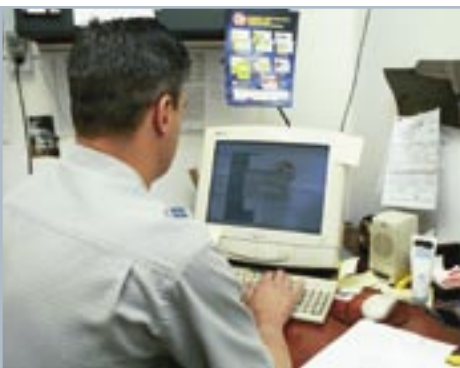
PURPOSE: There are many clerical and other office positions that keep the dealership running behind the scenes. From Billing Clerk to Bookkeeper to Payroll Clerk, these positions are vital to every dealership.

▶ **BASIC DUTIES:**

- Billing Clerk prepares invoices and bills and compiles data
- Bookkeeper records financial transactions for the dealership
- Accounts Receivable Clerk records payments to customer accounts and maintains accounts receivable records
- File Clerk organizes dealership records in a efficient manner
- Accounts Payable Clerk compiles and maintains verified accounts payable records
- Title Clerk processes car deals and handles legal transfer of documents for the appropriate state agency
- Payroll Clerk compiles and maintains payroll records of employees
- Office Manager processes and generates financial data for all dealership departments
- Conducts business in an ethical and professional manner

▶ **BASIC QUALIFICATIONS:**

- High level of organization
- Detail oriented
- Ability to communicate with other dealership personnel
- Education: High school diploma or equivalent



"It's not easy finding a well-paying office job without a degree of some kind. I'm lucky to have found this job. I like the work and feel that I can become an office manager in a few years."

Do you enjoy . . .

- Working with the public?
- Assisting customers?
- A fast-paced work environment?
- Multi-tasking and prioritizing activities?
- Creative problem solving?

PURPOSE: An Automotive Administrative Receptionist is often the first contact prospective customers have with a dealership. From answering phone inquiries to greeting customers in person, the Automotive Administrative Receptionist is crucial in projecting a positive image of the dealership.

▶ **BASIC DUTIES:**

- Answers incoming lines
- Greets walk-in clients and customers
- Directs telephone calls to the appropriate departments as necessary
- Performs various clerical jobs as assigned
- Conducts business in an ethical and professional manner

▶ **BASIC QUALIFICATIONS:**

- High level of professional personal appearance and conduct
- Ability to multitask
- Ability to communicate with other dealership personnel
- Education: High school diploma or equivalent

"I love talking to people and meeting people. It's the perfect job for me. It's just a great environment to work in."



Do you enjoy . . .

- Structuring your own time, activities and setting goals for yourself?
- Communicating with people, even those you've just met?
- Listening to others?
- Assisting others in making important decisions?
- Problem solving?
- Reading and understanding technical information?
- Explaining technical terms in simple language so others can understand?
- Variation in your work hours?

PURPOSE: Sales Consultants do more than just “sell” cars to customers. They serve as the main contact a customer will have with the dealership. It is the duty of a professional Sales Consultant to help the customer choose the appropriate vehicle for his or her needs, and to do so in a professional manner.

▶ **BASIC DUTIES:**

- Sells and delivers a minimum number of vehicles per month
- Writes complete sales orders and processes paperwork in accordance with dealership policies
- Utilizes dealership sales control and follow-up systems
- Attends product and sales training courses as requested by Sales Manager
- Keeps up to date on new products and services within the industry
- Maintains an owner follow-up system that encourages repeat and referral business and contributes to customer satisfaction
- Maintains a prospect development system
- Conducts business in an ethical and professional manner

▶ **BASIC QUALIFICATIONS:**

- Excellent customer service skills
- Accountable
- Entrepreneurial spirit
- Dedication and discipline
- Team player
- Education: High school diploma or equivalent



“I graduated from college and couldn’t find a job that led to a management position. I took a sales job here because I needed some income right away. Now I’m making a really good living and in a few years I’ll have a shot at Sales Manager. I wish I had started here earlier.”

Do you enjoy . . .

- The challenge of solving mechanical problems?
- Creative problem solving?
- Using a computer in the problem-solving process?
- Solving basic math problems?
- Physical work?
- Reading, understanding and applying technical information?

PURPOSE: The modern Service Technician/Body Shop Technician is a more highly trained professional than the “mechanic” of yesterday. Today’s technicians must be quality-minded problem solvers who can tackle today’s sophisticated vehicles. The ability to meet customer needs for quick, correct repairs makes technicians some of the most important personnel in the entire retail operation.

▶ **BASIC DUTIES:**

- Performs work as outlined on customer repair order with efficiency and accuracy
- Communicates with Parts Department to obtain needed parts to repair vehicle
- Communicates with Service Advisor immediately if additional work is needed, if work outlined is not needed, or if repairs cannot be completed within the promised time
- Documents all work performed and recommended on the repair order
- Attends manufacturer-sponsored training programs, schools, and events
- Keeps up to date on manufacturer technical bulletins and new technology
- Understands, keeps abreast of, and complies with federal, state and local regulations, such as hazardous waste disposal, OSHA Right-to-Know, etc.
- Conducts business in an ethical and professional manner

▶ **BASIC QUALIFICATIONS:**

- Certification from the appropriate governing body
- Attention to detail
- Education: High school diploma or equivalent



“From the time I was little, there was no question I was going to be a tech. I took classes at the vocational school when I was in high school. I started out here doing simple stuff like oil changes. As my experience has grown, so has my responsibility — and pay.”

Do you enjoy . . .

- Working with the public?
- Assisting customers?
- A fast-paced work environment?
- Multi-tasking and prioritizing activities?
- Creative problem solving?
- Operating a computer?

PURPOSE: Dealership service tasks rely heavily on the Automotive Parts Counterperson having the correct parts for a repair/service job. The Automotive Parts Counterperson sells parts to all customers — over the counter, in the shop, or over the phone.

▶ **BASIC DUTIES:**

- Provides high level of service to internal and external customers
- Sells parts to wholesale and counter retail customers
- Promotes additional parts sales by suggesting related items and seasonal lines
- Notifies Parts Manager or Assistant Parts Manager of out-of-stock parts or shop materials and reports any discrepancies that need immediate attention
- Conducts regular telephone solicitation in assigned wholesale accounts
- Arranges for delivery or shipment of parts as required
- Prepares and costs out parts invoices, properly identifying eligible wholesale customers
- Attends training classes as directed by management
- Conducts business in an ethical and professional manner

▶ **BASIC QUALIFICATIONS:**

- Clean, professional appearance
- Attention to detail
- Education: High school diploma or equivalent



"I've always liked being around cars and working on them. I could never make the time to take all the auto mechanics courses, though. So this job is a perfect fit."

Do you enjoy . . .

- Managing people?
- Assisting customers?
- A fast-paced work environment?
- Multi-tasking and prioritizing activities?
- Creative problem solving?

PURPOSE: Body Shop Manager is the next logical step on the career ladder for successful body-shop technicians. The Body Shop Manager is responsible for maintaining smooth-running, profitable body-shop operation.

► **BASIC DUTIES:**

- Hires, trains, motivates and monitors the performance of all body-shop employees
- Prepares and administers an annual operating budget for the body shop
- Directs and schedules the work of all body-shop employees
- Establishes and maintains good working relationships with insurance adjusters and customers to encourage repeat and referral business
- Implements aggressive marketing plan to increase body-shop business
- Gives fair estimates on costs and time required for body work
- Monitors progress and completion of vehicles in the shop, ensuring that proper repair and safety procedures are followed
- Maintains high-quality service repairs and minimizes comebacks
- Conducts periodic spot checks of completed jobs for thoroughness and quality
- Handles customer complaints immediately and according to dealership's guidelines
- Understands federal, state and local regulations that affect body-shop operations
- Keeps up to date on new equipment and tools available and recommends purchases
- Ensures that the work areas and customer waiting area are kept clean
- Conducts business in an ethical and professional manner

► **BASIC QUALIFICATIONS:**

- Body-shop experience
- Clean, professional appearance
- Proven management skills
- Education: High school diploma or equivalent



"I started off as a Body Shop Tech and liked it. After I got married and had kids, I felt it was time to jump-start my career. Management took a chance on me and I'm comfortable with the increased responsibility of this position."

Do you enjoy . . .

- Selling products/services?
- Talking to customers?
- Explaining complex legal documentation in clear, understandable language?

PURPOSE: The Finance & Insurance (F&I) Manager produces additional revenue for the dealership by selling finance and insurance programs and other appropriate after-sale items to new and used vehicle customers. He/she must work with other dealership managers to achieve financial success. This position offers a chance to move up from other dealership positions, such as Sales Consultant.

▶ **BASIC DUTIES:**

- Sells financing and credit life, accident and health insurance to customers
- Provides customers with a thorough explanation of aftermarket products and extended warranties
- Establishes and maintains good working relationships with several finance sources, including the manufacturer
- Processes finance and lease deals accurately and fairly through financial sources to secure approval
- Conducts business in an ethical and professional manner
- Processes all federal, state and dealer paperwork related to vehicle transaction
- Comprehends and complies with federal, state and local regulations that affect the new and used vehicle and finance departments
- Acquires and maintains state insurance license and credit insurance education as needed
- Seeks new lending institutions to secure competitive interest rates and finance programs continually
- Provides sales force and Sales Manager with current information about finance and lease programs
- Trains the sales staff regarding the benefits of financing, insurance and extended-service programs
- Ensures collection of all finance and insurance fees

▶ **BASIC QUALIFICATIONS:**

- Dealership experience, such as Sales Consultant or Sales Manager
- Clean, professional appearance
- Attention to detail
- Education: High school diploma or equivalent



"I started off as a Sales Consultant with very little sales experience. I did well, and applied for F&I Manager. I like closing deals."

Do you enjoy . . .

- Managing people?
- Assisting customers?
- A fast-paced work environment?
- Mentoring employees?
- Creative problem solving?

PURPOSE: The New Vehicle Sales Manager directs new vehicle sales activities, inventory management and departmental profitability. This position provides Sales Consultants with an excellent promotion opportunity.

▶ **BASIC DUTIES:**

- Hires, motivates and monitors the performance of all new vehicle Sales Consultants
- Directs the activities of department employees, ensuring proper staffing
- Establishes monthly objectives for sales staff
- Monitors prospecting activities and sales control system
- Monitors and implements factory-sponsored programs and incentives
- Conducts market analysis; reviews sales reports to determine demand, mix and sales potential; and develops campaigns to support findings
- Establishes and enforces product-knowledge standards
- Conducts weekly sales and sales training meetings
- Enhances the image and customer-satisfaction ratings of the dealership
- Assists salespeople in closing deals
- Displays and promotes new vehicles
- Develops advertising campaigns and other promotions
- Handles customer complaints immediately
- Conducts business in an ethical and professional manner

▶ **BASIC QUALIFICATIONS:**

- Automotive retail sales experience
- Clean, professional appearance
- Proven management skills
- Education: High school diploma or equivalent



“From my first day as a Sales Consultant, I made it a goal to become Sales Manager. It took a few years, but here I am.”

Do you enjoy . . .

- Managing people?
- Assisting customers?
- A fast-paced work environment?
- Mentoring employees?
- Creative problem solving?

PURPOSE: The Parts Manager is responsible for running a profitable and efficient Parts Department. He/she will accomplish objectives through the use of proper purchasing procedures, inventory control, staff utilization, security, pricing, merchandising, displaying and advertising. A Parts Manager position is a great opportunity for a high-achieving Automotive Parts Counterperson.

▶ **BASIC DUTIES:**

- Oversees all department employees and business practices
- Hires, trains, motivates, counsels and monitors the performance of all Parts Department staff
- Defines and forecasts departmental goals and objectives
- Conducts business in an ethical and professional manner
- Understands and uses principles of pricing, availability, shipping, returns and credit policies
- Supervises inventory
- Develops pricing policy on all parts, including special orders
- Works with the Service Manager to ensure proper transfer of parts and communicate critical shortages and back orders
- Keeps abreast of changes within the parts area; maintains training on an annual basis appropriate to parts operation
- Analyzes parts sales, gross and expenses on a monthly basis
- Prepares and administers annual budget for the Parts Department
- Conducts weekly departmental meetings

▶ **BASIC QUALIFICATIONS:**

- Automotive parts sales experience
- Proven management skills
- Clean, professional appearance
- Education: High school diploma or equivalent



"I started out as a parts guy at a local store. I got a job as a Parts Counterperson here because I felt there was more opportunity. Now I'm the manager, and I've got my sights set higher still. There is definitely room to move up here."

Do you enjoy . . .

- Managing people?
- Assisting customers?
- A fast-paced work environment?
- Mentoring employees?
- The technical aspects of automobiles?

PURPOSE: The Service Manager is responsible for running the Service Department. He/she will operate the department at maximum production, controlling costs, building a loyal clientele, maintaining good employee relationships, as well as setting and obtaining sales and profit objectives. Top-performing Service Advisors and Service Technicians can move up the ladder to this position.

► **BASIC DUTIES:**

- Forecasts goals and objectives for the Service Department
- Manages Service Technician and Service Advisor productivity and efficiency
- Strives for harmony and teamwork with other departments
- Prepares and administers annual operating budget for the Service Department
- Attends managers' meetings as requested
- Develops service marketing/advertising programs
- Meets with the Dealer/General Manager on a regular basis to review current Service Department performance, as well as set future performance objectives, discuss promotional activities or other critical matters
- Hires, trains, motivates, counsels and monitors the performance of all Service Department staff
- Maintains reporting systems required by general management
- Analyzes labor sales, gross and expenses on a monthly basis
- Conducts business in an ethical and professional manner

► **BASIC QUALIFICATIONS:**

- Automotive service experience
- Clean, professional appearance
- Proven management skills
- Education: High school diploma or equivalent



"I started as a Service Advisor six years ago. I was offered this position and leapt at the chance. I've kept the operations profitable the entire time."

Do you enjoy . . .

- Managing people?
- Assisting customers?
- A fast-paced work environment?
- Mentoring employees?

PURPOSE: The Used Vehicle Sales Manager directs used vehicle sales activities, inventory management and departmental profitability. This position provides Sales Consultants with an excellent promotion opportunity.

▶ **BASIC DUTIES:**

- Hires, motivates and monitors the performance of all pre-owned vehicle Sales Consultants
- Directs the activities of department employees, ensuring proper staffing
- Establishes monthly objectives for sales staff
- Develops, implements and monitors a prospecting and sales control system
- Conducts market analysis to determine vehicle mix and maintain vehicle inventory consistent to market demand
- Conducts weekly sales and sales training meetings
- Establishes and enforces product-knowledge standards
- Oversees sales staff to enhance the image and customer-satisfaction ratings of the dealership
- Assists salespeople in closing deals
- Pre-bills all deals to ensure accuracy before going to accounting
- Displays merchandise and promotes pre-owned vehicles
- Develops advertising campaigns and other promotions
- Handles customer complaints immediately
- Conducts business in an ethical and professional manner

▶ **BASIC QUALIFICATIONS:**

- Automotive retail sales experience
- Clean, professional appearance
- Proven management skills
- Education: High school diploma or equivalent



"I was a Sales Consultant in the new-car area, and applied for this position. There's definitely more responsibility, but it's a challenge I enjoy."

Do you enjoy . . .

- Managing people?
- Assisting customers?
- A fast-paced work environment?
- Mentoring employees?
- Large amounts of responsibility?

PURPOSE: The General Sales Manager is responsible for performance of the new and used vehicle departments while managing customer satisfaction, sales volume, inventory controls and profitability in these departments. New and Used Vehicle Sales Managers with proven capability can move up into this position.

▶ **BASIC DUTIES:**

- Hires, trains, supervises and monitors the performance of new vehicle, used vehicle and F&I managers
- Participates in the preparation of the annual dealership forecast by projecting unit sales, gross profits, expenses and operating profits for the new and used vehicle sales departments
- Meets with Sales Managers to establish annual and monthly objectives for unit sales, gross profits, expenses and operating profits
- Ensures that Sales Managers understand dealership policies, procedures and sales systems
- Works with General Manager to determine the appropriate vehicle inventory mix and days supply for new and used vehicles
- Gives constant and timely feedback to everyone in the dealership
- Meets with General Manager to review monthly forecasts, commissions and productivity reports
- Makes recommendations to General Manager regarding short- and long-term advertising plans, sales promotions, staffing needs, lease promotion and compensation plans
- Addresses customer complaints and ensures high level of customer satisfaction
- Conducts sales training sessions and weekly sales meetings
- Audits all appraisals of trade-in vehicles
- Reviews and initials all deals before they are posted
- Conducts business in an ethical and professional manner

▶ **BASIC QUALIFICATIONS:**

- Automotive retail sales experience
- Clean, professional appearance
- Proven management skills
- Education: High school diploma or equivalent



"I think of myself as more of a coach than a manager. I know what it's like for my sales staff — I started out as a Sales Consultant myself."

Do you enjoy . . .

- Managing people?
- A fast-paced work environment?
- Mentoring employees?
- Large amounts of responsibility?
- Being involved in all aspects of a dealership?

PURPOSE: The General Manager/Dealer is responsible for operating a profitable and efficient dealership while maintaining a high degree of professionalism. A Dealer candidate must have experience as a General Sales Manager and/or Fixed Operations Manager.

▶ **BASIC DUTIES:**

- Motivates and leads employees
- Maintains a high level of integrity
- Monitors the Daily Operating Control report on a daily basis and makes adjustments as necessary
- Prepares dealership forecasts
- Develops employee compensation plans
- Involves him-/herself in the community
- Meets with managers and other personnel on a regular basis
- Reviews and approves advertising plans and budgets
- Reviews all purchases and internal charges
- Checks all vehicle deals to ensure compliance
- Monitors new and used vehicle inventory for age and mix
- Walks all departments for out-of-line conditions
- Reviews daily, weekly and monthly management reports
- Conducts business in an ethical and professional manner

▶ **BASIC QUALIFICATIONS:**

- Proven record of success, high integrity and a strong and verifiable dealership background
- Knowledge of all facets of a dealership and exceptional leadership skills in both fixed and variable operations
- Proven record of achievement in employee and customer satisfaction
- The ability to build and lead a diverse team in a fast-paced and highly competitive environment
- Education: High school diploma (or equivalent) required; bachelor's degree from an accredited college preferred



“People find it hard to believe that I started out here as a Porter. It’s true! The key to advancement is to do the best job you can — no matter what the position — and you will get recognized.”



**DaimlerChrysler
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