



# 2006 Tire Industry Compensation Survey Job Descriptions

Conducted By:


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Needham, MA 02494

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<b>salary.com</b> surveys <b>2006 Tire Industry Compensation Survey</b>	
<b>Job Title</b>	<b>Job Description</b>
Facility Manager	Plans and directs the day-to-day operations of retail tire store/center. Develops strategies to improve customer service, drive store sales, and increase profitability. Ensures customer needs are met, complaints are resolved, and service is quick and efficient. Hires and manages store personnel. Typically requires 5 - 7 years of related experience and strong leadership skills. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Leads and directs the work of others.
Assistant Facility Manager	Assists the facility manager with the day-to-day operations of a retail tire store/center. Ensures customer needs are met, complaints are resolved, and service is quick and efficient. Manages the tire center in absence of the facility manager. Typically requires 3 - 5 years of related experience. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. May lead and direct the work of others. Typically reports to the facility manager.
Service Manager	Manages the service staff to effectively meet customer requirements and minimize service related expenses. Assigns jobs within the service center and dispatches road and fleet service according to customer requests or established requirements. Makes recommendations for hiring, firing and disciplining of service techs. Trains service technicians and conducts new hire orientation; schedules other training as required. Ensures that company policies are being followed with regard to safety, DOT and established operating procedures. Typically requires 4 - 6 years experience with extensive knowledge of auto repair and shop management skills, including scheduling, inventory purchasing, expense control and customer service. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others.
Road Service Technician	Performs tire and tire-related services at the customer's location, on the road, or any other location, according to customer requirements. Mounts, demounts, balances and repairs commercial and other tires & wheels. Organizes the work site, the vehicles and the appropriate tools and equipment for optimum job efficiency and safety. Follows established procedures to inspect tires, wheels and vehicles before and after service, and notes other needed services; makes recommendations to customer. Typically requires 1 - 3 years of related experience and appropriate TIA certification. Performs a variety of tasks. Works under general supervision, making decisions independently while away from shop. Typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.
Off-the-Road Technician	Performs tire and tire-related services for OTR (and smaller) tires at the customer's location, job site, or any other location according to customer requirements. according to customer requirements. Mounts, demounts, balances and repairs OTR or other tires and wheels as directed. Organizes the work site, the vehicles and the appropriate tools and equipment for optimum job efficiency and safety. Follows established procedures to inspect tires, wheels and vehicles before and after service, and notes other needed services; makes recommendations to customer. Typically requires 2 - 4 years of related experience and appropriate TIA/MSHA certification. Performs a variety of tasks. Works under general supervision, making decisions independently while away from shop. Typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.
Commercial Center Tire Technician Trainee/Entry Level	Performs tire and tire related services according to company requirements in the shop/on the pad at the commercial service center. Mounts, demounts and balances commercial and other tires & wheels as directed by service manager, or as supervised by a more senior technician. Follows established procedures to inspect tires, wheels and vehicles before and after service, noting additional needs and notifying service manager or supervising technician of same. May be responsible for replenishing inventory and maintaining shop supply levels. Requires 0 - 2 years of related experience. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

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Commercial Center Tire Technician Intermediate	Performs tire and tire related services according to company requirements in the shop/on the pad at the commercial service center. Mounts, demounts and balances commercial and other tires & wheels as directed by service manager. Follows established procedures to inspect tires, wheels and vehicles before and after service, and noting other needed services; makes recommendations to customer. Typically requires 2 - 4 years of related experience and TIA certification. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.
Commercial Center Tire Technician Sr./Lead	Performs tire and tire related services according to company requirements in the shop/on the pad at the commercial service center. Mounts, demounts and balances commercial and other tires & wheels as directed by service manager. Follows established procedures to inspect tires, wheels and vehicles before and after service, and noting other needed services; makes recommendations to customer. May assist in the training and skills evaluation of other service technicians. Typically requires 4+ years of related experience and TIA certification. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.
Retail Auto Mechanic/Technician Trainee/Entry Level	Performs basic repairs and preventive maintenance including oil and filter changes, tire changing, repair, and balancing, bulb and wiper blade replacement, shock absorbers and batteries. Requires 0 - 2 years of related experience. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.
Retail Auto Mechanic/Technician Intermediate	Evaluates vehicles and makes repair recommendations. Repairs/replaces steering/suspension components, brakes, belts, hoses, basic engine components, and performs front-end alignments. Can troubleshoot and replace most external engine and undercar components. Typically requires 2 - 4 years of related experience and related ASE certification(s). Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.
Retail Auto Mechanic/Technician Sr./Lead	Evaluates vehicles and makes repair recommendations. Independently diagnoses and repairs all vehicle malfunctions, including manual and automatic transmission failures. May assist in the training and skills evaluation of other service technicians. Typically requires 4+ years of related experience and related ASE certification(s). Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.
Warehouse Manager	Manages all warehouse activities, ensuring the receipt, co-ordination and safety of tires and other automotive parts coming through the warehouse. Also ensures that orders are dispatched on time to the appropriate destinations and in the expected quantities. Requires a high school diploma or its equivalent with 5 - 7 years of related experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A degree of creativity and latitude is required. Leads and directs the work of others. Typically reports to a senior manager.
Warehouse Worker	Receives, unpacks, checks, and stores tires and other automotive parts. Fills requisitions and orders. Packs, crates, and ships products and materials to assigned destinations. May operate fork lift. Typically requires a high school diploma or its equivalent with 2 - 4 years of related experience. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. Typically reports to a warehouse manager.

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Driver	Safely operates company vehicle for the delivery of tires and related products to customers. Makes route deliveries between retread plants and centers. May deliver product to service personnel for roadside service or to a customer location. Conducts daily vehicle inspections as required by DOT and company policy. Complies with all federal and state regulations regarding operation of a motor vehicle, and/or a commercial vehicle. Requires appropriate drivers license(s) to operate assigned vehicle(s).
Commercial Sales Representative	Develops new prospects and interacts with existing commercial customers to increase sales of products and/or services. Evaluates customer needs and makes product recommendations. Develops and maintains a thorough knowledge of product and/or services in order to provide accurate information to customers. Meets established sales goals. Typically requires 2 - 4 years of related experience. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.
Retail Sales Associate	Evaluates retail customer needs and makes product/service recommendations accordingly. Schedules appointments with the service department. Answers telephone calls in a professional manner and refers callers to the appropriate personnel. Ensures retail area is maintained in a neat, clean, professional manner. Aids in receiving, stocking and maintaining all displays. Typically requires 0 - 3 years of related experience and basic knowledge of tires and other automotive products. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.