

# **TAG** Trotman Auto Group

Expect the Best

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<b>Position:</b>	<b>Service Attendant</b>
<b>Location:</b>	<b>Langley Chrysler</b>
<b>Employment Status:</b>	<b>Full Time</b>
<b>Department:</b>	<b>Service</b>

## **Position Summary:**

The Service Attendant will direct the flow of traffic on our dealership's Service lot, perform wash and minor detailing services on client vehicles, assist with Service check-in and will provide general lot supervision throughout the normal course of business.

## **Primary Duties and Responsibilities for Lot Attendant:**

Primary Duties and Responsibilities:

- Comply with Trotman Automotive Group policies, along with local, provincial and federal laws including those governing the rules of the road, and health and safety
- Accepting new vehicle shipments from carriers and ensuring they are clear of damage
- Transporting vehicles to off-site storage compound as required
- Managing the flow of traffic for the dealership lots, new and used car sales, and the general service area
- Moving vehicles to the appropriate lot sector when parked in incorrect department stalls
- Ensuring new vehicles awaiting PDIs are organized and accessible for the Service department
- Maintain a clean and safe parking lot at all times
- Perform shopping runs for lot supplies when necessary
- Maintaining lot order, even in designated customer parking areas
- Transport vehicles for fuel or dealer trade when necessary
- Maintain the cleanliness of the Sales showroom floor and displays
- Arrange balloons each morning in designated rows for New and Pre-Owned vehicle lots and showroom floor
- Assist with the procurement and delivery of dealer trades
- Maintain show ready quality on all showroom inventory
- Performing various degrees of detailing vehicles within the Sales department inventory
- Performing cleaning of inventory inclusive of;
- Removing any decals not belonging to TAG, and
- Install all TAG decals, degrease exterior prior to cleaning to remove grit and dirt
- Vacuums floors and seats
- Cleans and vacuums the trunk
- Cleans out ashtrays and cup holders
- Conditions vinyl and leather
- Cleans all trash, debris and dirt from the interior of the vehicle.
- Uses special foams and detergents designed for specific types of microfibers.
- Polishes the dashboard, steering wheel, trims and moldings inside the vehicle.
- Cleans door frames and instrument panels.
- Cleans all dirt, grease and tar from the exterior of the vehicle.
- Reconditions the vehicle's exterior
- Cleans all glass on the vehicle, inside and out, with the appropriate type of rag and cleaning solution
- Cleans all mirrors with the proper substance
- Removes grease from the engine and other parts under the hood.
- Waxes and buffs vehicles after washing
- Polishes the exterior chrome and all trim on the exterior of the vehicle using special chrome cleaners.

- Uses air compressors and special equipment to dry the inside and outside surfaces.
- Applies chemicals to surfaces to protect against spots and stains.
- Uses various paints, waxes and dyes to protect the leather parts of a vehicle's interior.
- Uses hoses and pumps for washing and rinsing vehicles.
- Dries floor mats.
- Cleans and polishes wheel rims and makes them sparkle.
- Cleans the headlights, brake lights and taillights for better light vision
- Fixes minor scratches and chips with touch-up vehicle paint.
- Manages the inventory of cleaning supplies.
- Ensure all vehicles cleaned are done so in a show quality level
- Keeps records of customers and calls when it might be time for another detail
- Window cleaning, shampoo engine bay and dress tires
- Communicate effectively with Lot Manager and Sales team when vehicle regarding vehicle status and condition
- Perform full visual inspection of vehicle condition prior to detailing
- Notify Sales Management of dent/damage/stains to vehicle condition prior to detailing
- Document use of chemicals when necessary, and ensure products are used in a respectful manner
- Maintain a clean and safe work space
- Handle all cleaning equipment and chemicals to ensure they are handled in a safe manner
- Remain abreast on all tool and chemical operation
- Additional duties as outlined by Management

### **Qualifications:**

- Strong organizational skills with the ability to multitask
- Ability to effectively respond to and meet the needs of a diverse client base
- Ability to work efficiently and effectively under pressure with simultaneous deadlines
- The ability to operate manual and automatic transmissions
- Valid Class 5 driver's license with a clean driver's abstract
- Must be able to communicate (written and verbal) in English fluently
- Excellent interpersonal and relationship-building skills
- Ability to work outdoors and stand on your feet for extended periods of time
- Desire to exceed customer expectations

### **Benefits:**

As part of Trotman Auto Group's culture and vision, we believe success comes from great people within the organization that are knowledgeable, inspired and love what they do; people who do not only attain their personal and collective goals, but live and work to their full potential.

- Competitive compensation and benefits packages
- The ability to grow within an expanding and progressive dealer group
- A healthy and safe work environment
- A fun work environment with many social events
- Ongoing training through TAG university