

# Service Center Supervisor Auto & Diesel

American Fleet Services – Independence, OH 44131

American Fleet Services is seeking a self-starting, take-charge individual for our growing Service Center Production Team. This driven individual will be responsible for leading a successful team of medium/heavy duty truck and automotive/light truck technicians while delivering the highest quality in customer service. This is an excellent opportunity for someone with advanced mechanical, coaching, and supervisory skills to lead.

**The ideal candidates will share the ALL-IN attitude that makes American Fleet Services the premier “business class” commercial vehicle service center in Northeast Ohio.**

Our dynamic company culture values customer relationships, employee loyalty and good old-fashioned hard work, above all. Our customers rely on us to maximize uptime and guarantee that their business fleets are always repaired, revitalized and ready to roll.

If you're the right person we'll provide a competitive compensation package including comprehensive training, ongoing professional development, generous benefits, and unlimited earning potential.

## **Supervisor Position duties:**

*The most important functions of this position include but are not limited to:*

- Review the work accomplishments and pertinent notes left from the prior shift supervisor, as required.
- Review the upcoming shift work schedule to include any necessary adjustments that need to be made.
- Review and assign technicians to the customer service orders based upon the technician's skill level.
- Job briefing all assigned service orders with the technician.
- Prioritize and assign the placement of vehicles to be repaired geographically within the service center.
- Routinely monitor the technician proficiency to include targeted completion hour posting, lapse repair time during the repair process, technician-credited hours along with client billable hours.
- Monitor and assist the technician(s) assigned to customer requested emergency road service.
- Review / assign realistic technician repair time projections to customer service orders as required.
- Review technician parts and labor requests.
- Review technician PM inspection reports.
- Review, post, & authorize technician labor proficiency hour guidelines on customer service orders, as required.
- Monitor start times and quit times for attendance and tardiness reports.
- Monitor shift break times & lunch times to control shop proficiency.
- Participate in new and recurring training.

## Other Skill Requirements:

- Experience: five (5) years of previous experience in a leadership or supervisory role in a repair facility preferred.
- Excellent customer service skills
- Excellent management skills
- The ability to multitask
- Experience as a mechanic with a strong background in diagnostics and repair of a wide range of vehicle types
- Experienced working knowledge of diagnostic equipment
- Experienced in electronic or manual service manuals
- Excellent internet navigational skills i.e....web tech support
- Excellent problem-solving skills
- Excellent work ethic, discipline, and attitude
- Must have a Valid driver's license with no more than two (2) minor driving violations within a three (3) year period; no more than a maximum of four (4) points and must be insurable with our current insurance provider.
- Class B CDL Endorsement preferred
- Ability to pass a background check

*The company is an equal opportunity employer and will consider all applications without regards to race, sex, age, color, religion, national origin, veteran status, disability, sexual orientation, gender identity, genetic information or any characteristic protected by law.*

## Compensation:

This is a salary-based opportunity. Our customer base is well established and within a well-groomed territory.

## Benefits:

- Health; 3-Plan Options; with **First Day Coverage** plus...
- Dental
- Vision
- Wellness
- Prescription
- Life Insurance; Paid
- Short / Long Term Disability
- Paid Time Off; PTO
- Paid Holidays
- Bereavement Pay
- 401K with Employer Match
- Employee Assistance Program; EAP
- Tuition Reimbursement
- Continuous Education and Training Support
- Tool & Boot Reimbursement

- Uniforms / Outer Wear
- Employee Referral / Bonus Program
- Career Opportunities
- **The opportunity to work with the hardest working ALL-IN team in the industry!**

American Fleet Services was named in the “Top 100 Workplaces” for years 2016 through 2023; the only Truck & Auto maintenance and repair facility to earn that honor.

***If you're that rock star who can enhance our service teams and contribute to our reputation for service excellence, apply in confidence at your earliest convenience.***