



Job Opening for Body shop Manager – Collision Repair Center

Full Time

Location: Anderson, Indiana

Phone 765-649-4902

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Description

The Body shop Manager is responsible for the overall leadership and management of a Riley & Sons collision repair center. The Facility Manager directs and leads the admin and production teams to ensure that sales, operational, financial and customer satisfaction targets are achieved by adherence to Riley & Sons' Operational processes. The Facility Manager is responsible for managing the repair process and/or work-flow of vehicles from the point of drop off to the delivery of the completed vehicle back to the customer.

Responsibilities

- **Sales Leadership:** Sets an example for admin staff by correct and consistent use of Riley & Sons' sales process. Monitors and provides coaching and recognition to office staff on their execution of the sales process. Monitors closing ratio to maintain sales targets.
- **WIP Management:** Continually monitors work-in-process and vehicles due in to maintain WIP count between 80-100% of target. Load balances when WIP is over 100%.
- **Overall Direction of Production:** Manages the repair process of all vehicles in the production area, from pre-op through completion of repairs. Formulates the daily production plan including the movement of vehicles between departments.
- **Coordination of Pre-Op & Sublet Processes:** Ensures that an extensive pre-op process is completed on every vehicle to create a complete and accurate repair plan and eliminate supplements. Makes decisions regarding sublet repair processing as needed and coordinates the timing of sublet work to keep overall cycle time as low as possible.
- **Vehicle Repair/Quality Control:** Responsible for all repairs being completed right the first time, in adherence with Riley & Sons' quality standards. Ensures that a thorough pre-op process is followed and that parts procurement runs efficiently. Consistently performs thorough QC checks before vehicle is painted, after paint, and before delivery. Ensures that trained back-ups are in place for QC.
- **Customer Communication & Vehicle Delivery:** Monitors staff to validate that customer calls are made as required and that files are kept up to date throughout the repair process. Models a sense of urgency in getting vehicles delivered as soon as completed.
- **DRP Compliance:** Ensures that staff is adhering to appropriate procedures for DRP compliance. Communicates effectively with insurance partners and responds expediently



to any requests. Ensures that DRP goals are achieved or exceeded. Keeps owners advised on any issues/concerns or changes to DRP process or profile changes.

- **Team Engagement & Problem-Solving:** Effectively leads morning production and admin meetings and instills a sense of urgency. Engages employees in effective problem solving manner, and sets daily production targets for each staff member.
- **Leadership of Organized Workplace:** Ensures all employees are following Riley & Sons' safety and environmental requirements, and that required safety inspections and meetings are taking place. Holds self and others accountable for maintaining an organized and clean workplace. Ensures that routine facility and equipment maintenance is maintained. Reports any facility or equipment maintenance issues immediately to owners
- **Team Leadership:** Recruits and retains talented employees. Provides leadership, coaching, recognition and accountability that result in staff members being high performers in a team environment. Participates in employee reviews and evaluations and corrective measures. Provides input on hiring needs. Ensures that all employees have the required industry & technical training for their position including OSHA, SAFETY, AND EPA training.
- **Administration:** Follows all corporate policies and procedures including accounting, purchasing, HR/payroll, IT, and marketing. Assists in preparing an accurate annual budget for the facility and monitors achievement. Maintains and controls the facility Accounts Receivable to the company's standard.

Requirements

- Thorough knowledge of collision repair processes gained through a minimum of ten years of hands-on industry experience.
- Ability and willingness to work in a structured, multi-unit environment and adhere to standard operating procedures and processes.
- Strong analytical and coordination capabilities; capable of effectively prioritizing and multitasking
- Computer literate (Outlook, Excel, Word, ADP, CCC, Mitchell)
- Highly-effective leadership skills, including above-average communication skills.
- Demonstrated commitment to continued learning by ongoing participation in I-CAR Pro-Level training and other Riley & Sons/industry-required training
- Must maintain a valid state driver's license in order to drive any customer or company vehicle

Benefits

We are a 60 year old Family owned Business. Our benefits include Major Medical, Vision, and Dental. We offer paid vacations and paid major Holiday's. We also offer a 401 K retirement plan.



Please come and join our team of professionals. Riley & Sons is the largest collision and Mechanical repair facilities in Madison County, founded in 1957. Please fill out online application, at <http://www.rileyandsons.com/JobOpenings.aspx> or call 765-778-3194