



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 578.2

Job Title: **SHOP MANAGER**

Pay Grade: 23

GENERAL SUMMARY:

Supervises and directs the diverse activities associated with maintaining shop accountability and effectiveness.

RESPONSIBILITIES:

- Supervises both direct and indirect personnel. Plans, schedules and coordinates the details of managing multiple repair/parts facilities.
- Plans course of action on routine and non-routine handling of repairs.
- Produces production reports that include concerns and areas of potential improvements.
- Institutes procedures to enforce shop safety and improve work performance.
- Prepares budget for shop tools and supplies.
- Reviews bid documents to confirm vendors' abilities to supply goods and services.
- Assists with ordering and locating parts to supply all locations and to control downtime and unscheduled repairs.
- Develops inventory control methods for controlling, handling and tracking parts. Disposes of obsolete parts to avoid overstocking of items.
- Communicates with vendors to discuss goods, services and contract disputes.
- Troubleshoots system problems within the shop.

SPECIFICATIONS:

KNOWLEDGE:

Requires an Associate's degree in Automotive Technology or certification/licensing in an automotive technology program of over 18 months (i.e., NIASE). Requires a valid Texas driver's license and compliance with the City of Houston's policy on driving.

EXPERIENCE:

Six years **equivalent** experience in installation, maintenance and repair of machinery, equipment or vehicles or in parts management are required.

Technical automotive experience or professional parts management experience may be substituted for the above education requirement on a year-for-year basis.

License: May require a valid Class A or B Commercial Driver's License (CDL).

SPECIFICATIONS: (continued)

COMPLEXITY:

Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and procedures, and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS:

Errors in work could lead to significant expense and inconvenience. Work is typically performed under limited supervision with alternating periods of relative autonomy and general review. The supervisor generally plays a substantial role in setting objectives and organizing work.

SUPERVISION EXERCISED:

Direct Supervision:

Involves scheduling, supervision and evaluation of work as a Manager or the equivalent over the Assistant Managers or first-line supervisors. This position has significant levels of input as it pertains to personnel actions such as hirings, terminations and pay changes.

Indirect Supervision:

Involves supervision and evaluation of work as a Manager or the equivalent.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:

Level of external contact is primarily with lower-level service representative and vendors. Interaction involves routine information exchange and/or simple service activity that requires common courtesy; e.g., directing calls and answering simple questions.

PHYSICAL EFFORT:

The position routinely requires lifting of moderately heavy items, such as typewriters or records boxes (up to 40 pounds) and/or very long periods of walking on rough surfaces on a routine basis.

WORK ENVIRONMENT:

There are routine exposures to significant levels of heat, cold, moisture and air pollution. The position may involve periodic exposure to chemical substances and physical trauma of a minor nature such as cuts, bruises and minor burns.

PHYSICAL SKILL:

Requires the ability to make closely coordinated eye/hand movements within very fine tolerance and/or calibration demands; or the ability to make rapid closely coordinated eye/hand movements on a patterned response space within somewhat fine tolerance demands; or the ability to make coordinated eye/hand movements within fine tolerances with large equipment as an extension of the worker.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

- Mechanic Helper
- Mechanic – Collision Repair
- Mechanic I
- Mechanic II
- Mechanic III
- Assistant Shop Manager
- Shop Manager

Effective Date: October 1990

Revised Date: February 2019