



<b>Job Title:</b>	Diesel Service Center (DSC) Manager	<b>Exemption Status:</b>	Exempt/Salary
<b>Department:</b>	Service	<b>Position Level:</b>	Managerial
<b>Reports To:</b>	Senior Technical Services Manager	<b>Travel Required:</b>	Minimal - Up to 10%
<b>Position Status:</b>	Full-Time	<b>Location of Job:</b>	Windsor

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### Company Overview

Diesel Forward, Inc. specializes in Service, Remanufacturing, and Distribution of parts and components for diesel-powered vehicles and equipment. Our goals are to provide first-class customer service, grow profits, invest for the future of the business, proactively manage all relationships, and provide an excellent work environment for our employees.

### Job Summary

Oversee all operations of the DSC. Manage the DSC Foreman and Technicians to ensure efficient workflow and precise diagnosis and repairs are being performed.

### Key Departmental Responsibilities

- Provide direction and structure for the DSC by scheduling work and ensuring that correct/updated procedures are being followed.
- Oversee all work leaving the shop to ensure performance problems are fully repaired before vehicle is given back to the customer.
- Act as a resource for customers with technical questions and assist in order processing when required.
- Monitor the safety of employees in the DSC in accordance with OSHA standards; interrupt any dangerous behaviors and report them to Human Resources.
- Operate in conformance with the requirements of the Diesel Forward quality management system.
- Assist other employees both in and out of the department.
- Perform other related duties and assignments as required.
- Provide feedback on system needs/changes.

### Performance Factors

Diesel Forward Managers will either possess or develop the following competencies:

1. **Financial:** The employee creates and adheres to realistic budgets in a manner that helps achieve the company's objectives. Tracks expenses frequently enough to make adjustments. Understands the basic financial reports and how decisions affect financial measures.
2. **Customer focus:** The employee consistently conveys that the customers are the highest priority. Respects customer needs and expectations and lets customers know if their expectations cannot be met. Communicates in a manner that promotes and sustains customer satisfaction.
3. **Coaching/team development:** The employee establishes an environment that creates incentives for and eliminates barriers to a team environment. Articulates common goals, communicates how individual roles contribute to team success.

4. **Problem solving:** The employee takes actions to resolve conflicts in a manner that is best for both the organization and the individuals involved. Addresses complaints and problems quickly and effectively, keeps all parties informed of the status of the issue. Encourages employees to report problems and concerns and ensures that outcomes are viewed as fair.
5. **Decisiveness:** The employee investigates all viable options, along with the potential consequences of each, and then makes timely decisions. Can direct a group through this process and does not hesitate to make difficult decisions. Can speed up or slow down the process as needed.
6. **Organizational IQ:** The employee understands the internal climate of the organization, including the most productive channels of communication, and makes use of the appropriate channels to achieve goals. Understands the unwritten protocols and political aspects of how communication takes place.

Additionally, all Diesel Forward employees shall exhibit the following:

1. **Attendance and dependability:** The employee can be depended on to report to work at the scheduled time and is seldom absent from work. Employee can be depended upon to complete work in a timely, accurate, and thorough manner and is conscientious, about assignments.
2. **Communication/listening:** The employee communicates effectively and appropriately. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Listens to others and allows them to make their point.
3. **Relationships with others:** The employee works effectively and relates well with others including superiors, coworkers, and individuals inside and outside the company. The employee exhibits a professional manner in dealing with others and works to maintain constructive working relationships.
4. **Safety and security:** The employee actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
5. **Quality and continuous improvement:** The employee promotes organizational effectiveness by anticipating and dealing with problems. Encourages others to suggest improvements to work processes, and persistently focuses on quality, as well as on results. Seeks ways to improve productivity and effectiveness by identifying sources of mistakes and determining or suggesting a course of action to prevent their recurrence.
6. **Teamwork:** The employee is a team player who contributes valuable ideas, opinions and feedback. Communicates openly and honestly and can be counted on to fulfill commitments made to others.

### Skills & Qualifications

In depth comprehension of diesel engines with two year technical college training in heavy-duty diesel mechanics (or comparable training). Must have 7-10 years of experience as a qualified diesel mechanic. Experience as a shop foreman is preferred. Detail oriented. Well organized. Customer service oriented. A self-starter with initiative and proven willingness to assume ownership for areas of responsibility. Ability to make informed decisions quickly and independently. Strong inter-personal communication and employee relations skills. Must have the ability to lift up to fifty pounds on a regular basis. Promotion of company goals by supporting and implementing changes is imperative

### Revision History

Revision Level	Revision Date	Section #(s)	Description of Change
A	2/4/04	--	Authored for ISO 9001:2000 compliance.

B	9/2/08	--	Revised reporting relationship, equipment used.
C	8/19/11	--	
D	3/7/14	--	Revised job summary, duties and responsibilities, education and specialized skills/ knowledge and reporting relationship.
E	4/14/17	All	Updated template