

CAREER
DRIVEN
JOBS THAT MOVE YOU

Presented by

DUNLOP

Ford



MDA MOTOR
DEALERS
ASSOCIATION
OF ALBERTA



- ▶ Dunlop Ford is a family owned and operated Ford Dealership that has been serving Lethbridge and Southern Alberta since 1964. Dunlop Ford was founded by Doug Dunlop, now three generations later, Dunlop Ford is still owned and operated by the same Dunlop Family. Dunlop Ford's General Manager/Partner is Jordan Dunlop, Doug Dunlop's grandson.
- ▶ Dunlop Ford is a full-service dealership that can look after all your automotive needs. We carry an extensive lineup of new Ford products as well as quality reconditioned used vehicles. Dunlop Ford offers convenient and competitive finance and lease options as well as maintenance and extended warranty packages. Our highly trained Parts and Service team is ready to look after all your maintenance, repair, tire, and accessory requirements. Dunlop Ford also has a Body Shop (Dunlop Collision) if you ever need body or paint repairs and a Detail Department to keep your vehicle looking fantastic. Dunlop Ford is your one stop shop for all your automotive needs.
- ▶ Dunlop Ford is committed to providing outstanding customer service. Over our long history, the Dunlop Team has been recognized many times for our emphasis on customer satisfaction. Since 2010, Dunlop Ford has earned Ford of Canada's top honour, The Diamond Presidents Award, nine times. In 2017, Dunlop Ford also received The Dealer Excellence Award from the Motor Dealers Association of Alberta.

Our Mission:

- ▶ Dunlop Ford is a family business that takes pride in doing the right thing for our customers, our people, our community, and our company. We are committed to continually improving on everything we do and providing outstanding customer service.

Position: **Receptionist**

Compensation: **Hourly | \$17-\$20 / hour**

Hours: **Full Time / Part Time** *(Weekend shifts may be required)*

Position Description:

- ▶ Answering phone calls/answering customer questions and forwarding calls to the appropriate person
- ▶ Handling administrative duties
- ▶ Greeting and directing walk-in customers to the area they need
- ▶ Managing the front area of the dealership making sure it looks clean and inviting
- ▶ Support office management, including day-to-day operations, in collaboration with the office manager



Traits/Skills/Attributes:

- Excellent communication skills
- Friendly, outgoing, welcoming personality
- Self-motivated

Prerequisite(s):

- Basic computer experience is an asset
- High school diploma

Advancement Opportunities:

- ▶ Payables/Receivables Clerk
- ▶ Office Manager

Position: **Sales Consultant**

Compensation: **Varied** | Avg. Annual **\$65,000-\$85,000** *(combination of base salary and/or bonus)*

Hours: **Full Time** 40 hr week, 8 hr shifts *(Weekend shifts may be required)*

Position Description:

- ▶ Assist customers in selecting and purchasing vehicles that meet their needs and budget
- ▶ Conduct test drives with potential buyers to showcase vehicle features and performance
- ▶ Negotiate sales contracts and terms with customers to ensure a satisfactory purchase experience
- ▶ Answer sales phone calls and set appointments for clients
- ▶ Make outgoing sales calls
- ▶ Has thorough knowledge of all dealership products and services
- ▶ Provide detailed information about vehicle specifications, pricing, and financing options
- ▶ Collaborate with the sales team to meet monthly sales targets and goals
- ▶ Follow up with customers after the sale to ensure satisfaction and address any concerns



Traits/Skills/Attributes:

- Self-confidence and self-motivation
- Listening and presentation skills
- Outgoing personality/friendly
- Time management, communication, and problem-solving skills
- Ability to work independently and as part of a team

Prerequisite(s):

- High school diploma
- Driver's licence
- Clean driver's abstract
- Successful completion of AMVIC sales training (provided at the dealership)

Advancement Opportunities:

- ▶ Sales Manager

Position: **Internet Sales Consultant**

Compensation: **Varied** | Avg. Annual **\$47,229** *(combination of base salary and/or bonus)*

Hours: **Full Time** 40 hr week, 8 hr shifts *(Weekend shifts may be required)*

Position Description:

- ▶ Communicates effectively with Internet customers and prospects according to their preferred method of communication, whether by phone, by email or in person
- ▶ Has thorough knowledge of all dealership products and services
- ▶ Directs customers to product information resources, including those available on the Internet
- ▶ Builds rapport with customers to establish a robust customer network
- ▶ Handles all Internet sales inquiries personally
- ▶ Provides detailed information about vehicle specifications, pricing, and financing options
- ▶ Negotiates sales contracts and terms with customers to ensure a satisfactory purchase experience
- ▶ Collaborates with the sales team to meet monthly sales targets and goals
- ▶ Follows up with customers after the sale to ensure satisfaction and address any concerns
- ▶ Answers sales phone calls and set appointments for clients



Traits/Skills/Attributes:

- Self-confidence and self-motivation
- Listening and presentation skills
- Outgoing personality/friendly
- Time management, communication, and problem-solving skills
- Ability to work independently and as part of a team

Prerequisite(s):

- High school diploma
- Driver's licence
- Clean driver's abstract
- Successful completion of AMVIC sales training (provided at the dealership)

Advancement Opportunities:

- ▶ Sales Consultant
- ▶ Sales Manager

Position: **Lot Attendant**

Compensation: **Hourly | \$20 / hour**

Hours: **Part Time / Full Time up to 40 hr week, up to 8 hr shifts**

Position Description:

- ▶ Move vehicles as needed to accommodate inventory or service requests
- ▶ Prepare vehicles for service or test drives
- ▶ Ensure the lot is organized and vehicles are properly parked
- ▶ Pick up and deliver vehicles
- ▶ Manage pre-owned inventory including stock-ins and conditioning of vehicles
- ▶ Maintain inventory on website and marketplaces including photos and descriptions



Traits/Skills/Attributes:

- Communication skills
- Customer service

Prerequisite(s):

- Driver's licence
- Clean driver's abstract

Advancement Opportunities:

- ▶ Sales Consultant
- ▶ Internet Sales Consultant

Position: **Service Advisor**

Compensation: **Hourly** | Avg. Annual **\$65,000-\$75,000** *(combination of base salary, commission and/or bonus)*

Hours: **Full Time** 40 hr week, 8 hr shifts *(Weekend shifts may be required)*

Position Description:

- ▶ Collect and communicate necessary information and concerns from client to technician
- ▶ Discuss vehicle issues with customers
- ▶ Keep customers informed of vehicle service progress
- ▶ Talk to customers about doing other services while their vehicle is in the shop like checking their alignment, brakes, or getting winter tires
- ▶ Collect customer information and update information as needed
- ▶ Provide helpful information (education) to the client about their repairs and service needs
- ▶ Inform customers of costs throughout the repair process
- ▶ Develop & maintain positive / professional relationships with suppliers
- ▶ Replying to online inquiries through the website



Traits/Skills/Attributes:

- Communication skills
- Customer service
- Organizational skills
- Basic working knowledge of vehicles

Prerequisite(s):

- High school diploma

Advancement Opportunities:

- ▶ Service Manager

Position: **Service Administrator**

Compensation: **Hourly** | Avg. Annual **\$56,791** (combination of base salary, commission and/or bonus)

Hours: **Full Time** 40 hr week, 8-10 hr shifts (Weekend shifts may be required)

Position Description:

- ▶ Discuss vehicle issues with customers to accurately book them in for appointments
- ▶ Ensure customers have a ride to and from the shop or arrange for them to have a shuttle service or loaner vehicle
- ▶ Follow up with customers once they arrive to make sure they are booked in for the correct service(s)
- ▶ Collect customer information and update information as needed
- ▶ Provide administrative support to the service department
- ▶ Develop & maintain positive / professional relationships with customers
- ▶ Reply to online inquiries through the website



Traits/Skills/Attributes:

- Communication skills
- Customer service
- Organizational skills
- Basic working knowledge of vehicles

Prerequisite(s):

- High school diploma

Advancement Opportunities:

- ▶ Service Manager

Position: **Detailer**

Compensation: **Hourly | Avg. Annual \$40,000-\$55,000**

Hours: **Full Time 40 hr week, 8 hr shifts** *(Weekend shifts may be required)*

Position Description:

- ▶ Clean interiors and exteriors of vehicles, paying special attention to any instructions from the owner of the vehicle or dealership staff
- ▶ Operate buffers, steamers, hoses, vacuums, and other equipment to meet service expectations
- ▶ Vacuum interior of vehicles to remove loose dirt and debris
- ▶ Apply wax to auto body, and wipes or buffs surface
- ▶ Clean upholstery, rugs and other surfaces, using appropriate cleaning agents, applicators and cleaning devices
- ▶ Apply revitalizers and preservation agents to interior vinyl or leather surfaces and treats fabrics with spot- and stain-resistant chemicals
- ▶ Cleans engine and engine compartment with steam-cleaning equipment and various cleaning agents
- ▶ Inspect vehicles for noticeable defects, such as dents, scratches, torn upholstery and poor mechanical operation
- ▶ Apply dressing on tires and tire wells
- ▶ Replace missing or defective small parts



Traits/Skills/Attributes:

- Customer service
- Attention to detail
- Ability to work in a fast-paced environment

Prerequisite(s):

- High school diploma
- Driver's licence
- Clean driver's abstract

Advancement Opportunities:

- ▶ Detail Manager
- ▶ Service Administrator

Position: **Apprentice Service Technician**

Compensation: **Hourly | Avg. Annual \$45,000-\$55,000**

Hours: **Full Time 40 hr week, 8-10 hr shifts** (Weekend shifts may be required)

Position Description:

- ▶ Basic vehicle maintenance
- ▶ Lube oil filter changes
- ▶ Tire changes and rotating
- ▶ Assisting journeymen with more complex repairs
- ▶ Explaining vehicle issues to customers in a way they can understand
- ▶ Diagnose and repair mechanical issues on various makes and models
- ▶ Perform engine, transmission, and brake system repairs
- ▶ Ensure all work is completed according to industry standards, and safety regulations
- ▶ Keep detailed records of services performed, and parts used
- ▶ Collaborate effectively with team members to achieve department goals



Check to see if your school offers the **Registered Apprenticeship Program (RAP)**



Traits/Skills/Attributes:

- Enjoys completing tasks
- Likes working with your hands
- Good customer service/ communication skills
- Strong problem-solving skills and attention to detail

Prerequisite(s):

- High school diploma
- Enrollment in Apprenticeship program
- Your own set of tools
- Driver's licence and clean driving abstract

Advancement Opportunities:

- ▶ Journeyman Service Technician

Position: **Apprentice Autobody Technician**

Compensation: **Hourly | Avg. Annual \$45,000-\$55,000**

Hours: **Full Time 40 hr week, 8 hr shifts** (Weekend shifts may be required)

Position Description:

- ▶ Remove badly damaged sections of vehicles (for example, roof, rear body panels)
- ▶ Repair damage to body panels and components made of a variety of materials
- ▶ Repair or replace interior and exterior components such as instrument panels, seat frame assemblies, carpets and floorboard insulation, trim panels and mouldings
- ▶ Inspect vehicles for dimensional accuracy and test drive them to ensure proper alignment and handling
- ▶ Replace accident damage components in hybrid systems, airbags and restraint systems
- ▶ Mix paint, blend and match colors
- ▶ File, grind and sand body surfaces to be repaired
- ▶ Inspect vehicles for noticeable defects, such as dents, scratches, torn upholstery and poor mechanical operation
- ▶ Replace missing or defective parts



Check to see if your school offers the **Registered Apprenticeship Program (RAP)**



Traits/Skills/Attributes:

- Customer service
- Attention to detail
- Ability to work in a fast-paced environment
- Enjoy working with your hands

Prerequisite(s):

- High school diploma
- Enrolled in Apprenticeship program
- Your own set of tools
- Driver's licence and clean driving abstract

Advancement Opportunities:

- ▶ Journeyman Autobody Technician

Position: **Parts Driver**

Compensation: **Hourly | Avg. Annual \$37,050**

Hours: **Full Time 40 hr week, 8 hr shifts**

Position Description:

- ▶ Gather parts to fulfill orders and load them into the delivery car, van, or truck
- ▶ Unload parts deliveries to restock inventory
- ▶ Clean the workspace and delivery vehicle
- ▶ Document orders
- ▶ Note any customer concerns and communicate them with the parts manager



Traits/Skills/Attributes:

- Customer service
- Attention to detail
- Communication skills
- Ability to work independently
- Ability to lift and carry heavy objects

Prerequisite(s):

- High school diploma
- Driver's licence
- Clean driver's abstract

Advancement Opportunities:

- ▶ Apprentice Parts Technician
- ▶ Journeyman Parts Technician

Position: **Shipping and Receiving Clerk**

Compensation: **Hourly | Avg. Annual \$43,000**

Hours: **Full Time 40 hr week, 8-10 hr shifts**

Position Description:

- ▶ Establish and maintain good working relationship with wholesale and retail customers
- ▶ Maintain parts inventory, including stocking shelves, organizing bins, etc.
- ▶ Maintain a delivery board with departure times and destinations
- ▶ Compare product numbers to the packing lists to ensure that the products in each order match the packing list
- ▶ Maintain clean and organized work area
- ▶ Maintain a detailed delivery log when handling returns and funds
- ▶ Keep price lists and catalogues updated
- ▶ Deliver parts to technicians or part recipient; pull orders for counter persons when necessary
- ▶ Immediately notify parts manager of damaged parts or shortages



Traits/Skills/Attributes:

- Basic math skills
- Customer service
- Attention to detail

Prerequisite(s):

- High school diploma

Advancement Opportunities:

- ▶ Apprentice Parts Technician
- ▶ Journeyman Parts Technician

Position: **Apprentice Parts Technician**

Compensation: **Hourly | Avg. Annual \$40,000-\$50,000**

Hours: **Full Time 40 hr week, 8 hr shifts** *(Evening and weekend shifts may be required)*

Position Description:

- ▶ Understand the parts needed by dealership staff or customers in order to complete their repairs or accessorize their vehicles
- ▶ Sell supplies and parts
- ▶ Learn the inventory and keep accurate lists
- ▶ Provide excellent customer service
- ▶ Receive supplies and store them according to the dealership's system
- ▶ Clean your workspace and inventory area
- ▶ Keep records of all orders
- ▶ Note any customer concerns and communicate them with the Journeyman Parts Technician



Check to see if your school offers the **Registered Apprenticeship Program (RAP)**



Traits/Skills/Attributes:

- Customer service
- Attention to detail
- Communication skills

Prerequisite(s):

- High school diploma
- Enrollment in Apprenticeship Program
- Driver's licence and clean driving abstract

Advancement Opportunities:

- ▶ Journeyman Parts Technician
- ▶ Parts Manager

Position: **Payables/Receivables Clerk**

Compensation: **Salary** | Avg. Annual Salary **\$52,000+**

Hours: **Full Time** 40 hr week, 8-10 hr shifts

Position Description:

- ▶ Process and review invoices from suppliers and vendors
- ▶ Collaborate with sales and finance teams to verify deal details and resolve any issues
- ▶ Maintain organized records of all transactions
- ▶ Verify accuracy of billing and ensure timely payments
- ▶ Company credit card reconciliations
- ▶ Ensure compliance with company policies and relevant regulations
- ▶ Assist with month-end and year-end closing processes



Traits/Skills/Attributes:

- Basic math skills
- Customer service
- Attention to detail

Prerequisite(s):

- High school diploma
- Accounting diploma

Advancement Opportunities:

- ▶ Office Manager



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