

Position: Shop Foreman

About Interstate Supplies & Services

Interstate Supplies and Services (ISS) has been providing superior service to customers since 1995. With over 25 years of experience and a commitment to excellence, we have earned our reputation as the best Outdoor Power Equipment Store in the Charlotte Metro Area. We offer the highest quality of products and services available in today's market.

Located in Stallings, NC (just outside of Matthews), we specialize in Outdoor Power Equipment (OPE). Offering Sales, Parts and Service, we truly are a one stop shop.

We carry most of the nation's (and world's) leading brands of OPE. Some of our brands include Stihl, Echo, Exmark, Wright, Hustler, Bradley Mowers, Billy Goat, and Greenworks Commercial (just to name a few). We at ISS do everything from sales to service on these brands to ensure customers can count on us for ANY OPE needs.

As a family-owned business, we find it important to distinguish ourselves from the big box retailers and other chains. We pride ourselves on delivering the best deals to our customers with great customer service. Our customers include both residential and commercial accounts, so we carry a wide range of products. It is our goal to understand each customer and their individual needs.

Job Responsibilities:

General Responsibilities:

- Supervise and assist technicians with repairing equipment.
- Individually bill a minimum of 5 hours of service per day
- Coach and develop service technicians to improve their performance and safety while enhancing their technical skills
- Oversee the appearance of the service department and its associated outside areas so that it communicates the professionalism of the service technicians and the commitment to excellence of the dealership

Daily Responsibilities:

- Begin each day with a positive attitude and a conversation that encourages each technician to meet their daily goals
- Develop a sense of "team" in the service department and across other departments
- Meet with service manager to discuss upcoming day and work assignments for techs
- Continue to refine the service department processes to enhance the customers experience with the service department and the dealership
- Check to make sure that all equipment repaired has been tested under difficult operating conditions and that the problems stated on the work order have been properly repaired
- Make sure that each piece of equipment in for repair has been inspected for other issues using an appropriate Maintenance Inspection Checklist for the equipment
- Ensure the customer has been notified if additional service items have been discovered and confirm they allow the service department to complete the additional work

Weekly Responsibilities:

- Update service reference materials: bulletins, manuals, publications

- Meet with Service Techs to discuss issues, concerns, and opportunities to improve the department
- Evaluate tools and equipment to make sure they are in good working condition
- Continue to produce a minimum of 25 hours of billable time per week

Monthly Responsibilities:

- Meet with each individual techs to discuss work performance based upon goals and expectations for the preceding month and the upcoming month. If needed, set an improvement process in place to assist them in achieving their agreed upon objectives
- Meet with Service Manager to discuss results from previous month and to review goals and objectives for upcoming month. Discuss any employee issues and the improvement processes implemented to correct any performance issues

Quarterly Responsibilities:

- Meet with techs to review ideas to improve efficiencies of the service department. Each person is responsible for coming up with one idea they can use to make the department or themselves more efficient and apply it during the next quarter
- Meet with Service Manager to discuss improvement processes to be implemented during the next quarter

Annual Responsibilities:

- Meet with Service Manager to discuss year end results and goals and objectives for the upcoming year
- Meet with techs to discuss year end results and to outline goals and objectives for the upcoming year

Our Values

Leadership

At ISS, our customers always receive the quality and service that one would expect from a leader. Our company is in a state of constant evolvement as the needs of our customers and the state of the market is perpetually shifting. By working with us and shopping our store, our customers can rest easy knowing that they are getting the latest developments in the industry. By staying focused on being a leader of the industry, we only hire the best. Our sales representatives are extremely knowledgeable and ready to assist customers over the phone or in person.

Customer Relations

Our utmost priority is customer satisfaction. The customer is important to us, so they can expect us to go the extra mile for them and/or their business. Our superior customer service is the hallmark of Interstate Supplies and Services. We pride ourselves on partnering with our customers to ensure an awesome in-store or over-the-phone experience.

Our friendly and professional staff is always willing to work with the customer to achieve the best possible outcome. It does not matter if they are looking to get some blades sharpened or to buy a whole new mower, they will be treated equally.

Teamwork

Our store could not function without good teamwork from every employee. Many times throughout a day, a call will come in or a customer will walk through the door that requires multiple employees' attention. We rely on good communication and transparency between our employees.

Teamwork goes beyond working well with your fellow employees and extends to our customer base. We understand that every person walks in here with a different goal in mind and it is our job to help them reach that goal. We partner with the customers and include them as part of our team to ensure we tailor the experience of each customer.

EEO Disclosure Statement:

Interstate Supplies & Services is an equal opportunity employer. In accordance with anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. Interstate Supplies & Services prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants

without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law. Interstate Supplies & Services conforms to the spirit as well as to the letter of all applicable laws and regulations.