

Temporary Alternate Duty (TAD) possibilities

Service Department:

- Update individuals training and maintain manufacture certification.
- Assist in the visual vehicle check-in for customers checking in for service.
- Assist service technicians by transporting parts orders that have been filled and returning any parts not needed for vehicle repairs.
- Assist service technicians by labeling parts warranty returns and submitting directly to dealer parts department.
- Assist service advisors with incoming trouble shooting calls and possibly appointment scheduling.
- Provide support in the cleaning and maintenance in the service department and when necessary in other departments.
- Assist in vehicle relocation when necessary for all departments.
- Assist in the development and training of teammates as requested by the department manager.
- Perform new vehicle PDI's and new vehicle state inspections for customer deliveries.
- Perform retail state inspection stickers.
- Assist in record retention (scanning repair orders) and destruction as needed.
- Contact customers to schedule an appointment for special requested parts.

Parts Department:

- Assist in parts order placement.
- Update individuals training and maintain manufacture certification.
- Perform inventory cycle counts and bin checks, correcting misplaced parts.
- Identify all the Special-Order Parts that have been received and are waiting to be installed.
- Review and complete any and all factory warranty parts returns to ensure timely return and dealer credit.
- Provide support in the cleaning and maintenance in the parts department and when necessary in other departments.
- Assist in vehicle relocation when necessary for all departments.
- Assist in the development and training of teammates as requested by the department manager.

Sales Department:

- Assist the internet lead department with online customer requests.
- Provide support in the cleaning and maintenance in the sales department and when necessary in other departments.
- Assist in vehicle relocation when necessary for all departments.
- Assist in the development and training of teammates as requested by the department manager.
- Update individuals training and maintain manufacture certification.
- Research the competitive market sales promotions- assisting the sales department in growth.
- Assist the marketing/ inventory team in photographing new and used inventories for the website.
- Assist sales teammates with customer test drives and feature presentations at delivery.
- Assist in record retention which includes creating the digital customers sales record.
- Provide customer service support for the sales department (ex. Call customers after delivery to ensure complete satisfaction).
- Provide administrative support (filing, coping, emailing, and faxing) as requested by the department manager.

Maintenance Department:

- Provide support in the cleaning and maintenance in the maintenance department and when necessary in other departments.
- Assist in vehicle relocation when necessary for all departments.
- Assist in company deliveries (parts) to internal and external customers.
- Perform a product inventory count that can be used for placing and restocking products.
- Perform a visual inspection of the exterior property and the building's interior identifying needed repairs (ex. Light bulbs replacement, loose tiles, and pavement issues).

IT Department:

- Assist in internal support – problem solving, installation, and trouble- shooting computer issues as needed.
- Provide support in the cleaning and maintenance in the IT department and when necessary in other departments.
- Assist in vehicle relocation when necessary for all departments.
- Assist in the development and training of teammates as requested by the department manager.
- Update individuals training and maintain manufacture certification.
- Perform a physical inventory of all IT equipment- providing the department manager with specific locations, model numbers, serial numbers, and warranty information.

Inventory Management:

- Provide support in the cleaning and maintenance in the inventory department and when necessary in other departments.
- Assist in vehicle relocation when necessary for all departments.
- Assist in the development and training of teammates as requested by the department manager.
- Assist department manager in vehicle coordination including vehicle location.
- Assist in the daily key management- coordination and ensuring all keys are returned after use.
- Perform a key audit to identify all new vehicles that are in stock and missing keys.
- Perform a used vehicle key audit- coordinating with the sales department all vehicles that need additional keys.
- Assist in the visual inspection of the manufacture's new vehicle deliveries. Vehicle need to have clean notation if damaged.
- Assist in the wrapping and delivery of the new vehicle books and spare keys to the administrative office.
- Assist in ground maintenance ensuring proper disposal of debris.
- Assist in company deliveries (parts) to internal and external customers.

Marketing Department:

- Provide customer service support for the sales department (ex. Call customers after delivery to ensure complete satisfaction).
- Provide support in the cleaning and maintenance in the inventory department and when necessary in other departments.
- Assist in vehicle relocation when necessary for all departments.
- Assist in the development and training of teammates as requested by the department manager.
- Update individuals training and maintain manufacture certification.
- Research the competitive market sales promotions- assisting the sales department in growth.
- Assist the marketing/ inventory team in photographing new and used inventories for the website.
- Assist in record retention which includes creating the digital customers sales record.
- Use available information to purify the CRM database ensuring a more effective marketing effort and profitability.

Body Shop Department:

- Update individuals training and maintain manufacture certification.
- Assist in body shop estimates as requested by the department manager.
- Assist in the visual vehicle check-in for customers checking in for body shop.
- Assist body shop technicians in the labeling process for insurance claims adjuster parts review and approval.
- Assist body shop technicians by transporting parts orders that have been filled and returning any parts not needed for vehicle repairs.
- Assist body shop technicians by labeling parts warranty returns and submitting directly to dealer parts department.
- Assist service advisors with incoming trouble shooting calls and possibly appointment scheduling.
- Provide support in the cleaning and maintenance in the service department and when necessary in other departments.
- Assist in vehicle relocation when necessary for all departments.
- Assist in the development and training of teammates as requested by the department manager.
- Perform new vehicle PDI's and new vehicle state inspections for customer deliveries.
- Assist in record retention (scanning repair orders) and destruction as needed.
- Assist on open payments from insurance companies that include claim supplemental payments.

Administration Office:

- Provide support in the cleaning and maintenance in the administration department and when necessary in other departments.
- Assist in vehicle relocation when necessary for all departments.
- Assist in the development and training of teammates as requested by the department manager.
- Assist in ground maintenance ensuring proper disposal of debris.
- Assist in company deliveries (parts) to internal and external customers.
- Assist in record retention which includes creating the digital customers sales record.
- Update individuals training and maintain manufacture certification.
- Assist in record retention (scanning repair orders) and destruction as needed.
- Assist on open payments from insurance companies that include claim supplemental payments.
- Perform inventory cycle counts and bin checks, correcting misplaced parts.
- Perform a book audit to identify all new vehicles that are in stock and missing keys and books.
- Perform a used vehicle key audit- coordinating with the sales department all vehicles that need additional keys.
- Perform a CO and title audit to identify all vehicles that are in stock title documentation.
- Assist in service cashiering- including creating a paid receipt for the customer and cash deposits.
- Provide administrative support (filing, coping, emailing, and faxing) as requested by the department manager.
- Assist the operator in call management ensuring calls are routed to the correct individual or department.
- Perform a physical inventory of all office supplies that will be used for re-ordering purposes.