APPENDIX B - RESPONSE FORM
116-16 JEA Fleet Services Light Duty Maintenance and Repair

RESPONDENT INFORMATION:

RESPONDENT NAME: barry heene
BUSINESS ADDRESS: 7700 blanding blvd
CITY, STATE, ZIP CODE: Jacksonville FL 32244
TELEPHONE: 1-904-317-7702
FAX: 1-904-317-7723
EMAIL OF CONTACT: heeneB@autonation.com
WEBSITE: www.autonationforadrangepark.com

1.4.1. QUOTATION OF RATES
Maximum score for criterion is: 50 Points

Respondent shall provide a firm-fixed price quote for all Work in this ITN by completing the enclosed Appendix B Response Form and Appendix B Response Workbook. The prices shall include all profit, taxes, benefits, travel, consumables, and all other overhead items.

The amount shall be based on the lowest targeted operating budget to be used as a not-to-exceed amount. Upon award of the contract the respondent will not be allowed to exceed the not-to-exceed amount during any given year of the contract. If the respondent exceeds the not-to-exceed amount during any given year of the contract, the two percent (2%) Profit Margin and any Allowance incentive will be forfeited for the remainder of the year and service shall be performed at cost..

- Parts cost shall not be billed above retail price.
- Sublet vendor charges shall be billed at cost plus handling fees as noted in Appendix B Response Workbook.

Item No	Description of Services	Total Price
1	**Total three (3) year cost for JEA Fleet Services Light Duty Maintenance and Repair** **Transfer Total from Appendix B-Response Workbook**	$ 993,371 79

1.4.2. PAST PERFORMANCE/RELEVANT EXPERIENCE
Maximum score for this criterion: 20 Points

- This section will be measured in terms of Vendor's performance in fleet maintenance for other clients with the same size and scope as JEA as well as in terms of relevant experience of key personnel and their professional ability to execute this project. The two (2) Contract references provided in Section 1.2.1 Minimum Qualifications will be scored for points.
- Adequate staff certifications for those employees working on this contract should be provided to support this evaluation factor. **The Respondent shall include a job description or minimum job qualifications for All Service Technicians, Service Writer, and Shop Manager.**

1.4.3. ABILITY TO DESIGN AN APPROACH AND WORK PLAN TO MEET THE PROJECT SCOPE

Maximum score for this criterion: 25 Points

The following areas will be evaluated and scored:

- Overall adequacy or resources and resource allocation
- Approach to providing specified services
- Quality service plan
- Preventative maintenance program

1.4.4. COMPANY OFFICE PROXIMITY TO JEA

Maximum score for this criterion: 5 Points

Provide the address of Company's Office that will perform the majority of the JEA contract work and its distance from JEA. JEA Headquarters located at 21 West Church St. JEA will use Google Maps to verify distance.

In order to receive points for this criterion, Company's office must be occupied and staffed with at least three (3) employees for a duration of six (6) months prior to the Response Due Date stated in this Solicitation. Additionally, the office shall not be used as a residential premises. If necessary, JEA will use zoning records and tax rolls to validate this criteria.

The Respondent shall submit one (1) original response, three (3) duplicates (hardcopies), and one (1) CD. If there is a discrepancy between the electronic copy and hard copy, the hard copy will prevail. JEA will not accept responses transmitted via email.

Respondent's Certification

By submitting this Response, the Respondent certifies (1) that the Respondent has read and reviewed all of the documents pertaining to this RFP and agrees to abide by the terms and conditions set forth therein, (2) that the person signing below is an authorized representative of the Respondent, and (3) that the Respondent is legally authorized to do business and maintains an active status, in the State of Florida. The Company certifies that its recent, current, and projected workload will not interfere with the Respondent 's ability to Work in a professional, diligent and timely manner.

The Respondent certifies, under penalty of perjury, that it holds all licenses, permits, certifications, insurances, bonds, and other credentials required by law, contract or practice to perform the Work. The Respondent also certifies that, upon the prospect of any change in the status of applicable licenses, permits, certifications, insurances, bonds or other credentials, the Respondent shall immediately notify JEA of status change.

We have received addenda One through Four

Signature of Authorized Officer of Respondent or Agent

August 14, 2016
Date

Gene Robbins / General Manager
Printed Name & Title

904-317-7702
Phone Number

AutoNation Ford Lincoln of Orange Park is a franchised automobile dealership owned by the corporate company AutoNation. AutoNation is the largest automotive retailer in the United States with more than 310 franchises. In the 2016 Autonation was ranked 136 by Fortune 500.

Our dealership opened in 1954 as Southside Ford located on Beach Blvd. In 1985 the dealership was purchased by Mike Shad and in 1987 was moved to its current location on Blanding Blvd. In 1997 Mike Shad sold to Autonation. Many of our current employees started their career with Southside Ford on Beach Blvd. Our average tenure in our shop is 15 plus years. We are very proud of this due to the hire turnover rate in our industry.

We have a highly trained staff from management down. We are a firm believer as far as you train is as far as you go. The Service Director, Barry Keene and Service Manager, Boyd Zimmer, are Ford Master Service Managers and our Parts Director, Laura Fraley, is Parts Master certified. We have seven service advisors and five parts sales associates all of which are Ford Certified. We have the most Ford certified technician staff in the region. Of our 25 technicians 17 hold at least one level of Ford Master Certification. Included in those 17 Ford Master Technicians 7 are Ford Diesel Certified and 5 have achieved Ford's highest certification of Senior Master. As you can tell training is a key area of our foundation. We feel extensive training is a direct correlation to our Ford customer satisfaction index being 5% points above the group. We believe this commitment to excellence helps set us apart from our competitors.

Our dealership is also very involved in our community. In April of this year we hosted a golf tournament that raised over $8,000 for a breast cancer patient. In addition, our associates are involved with BASCA, an organization to help adult individuals with intellectual and developmental disabilities in Northeast Florida. Our associates also participate in several cancer walks throughout the year as well as actively participate in Salvation Army's Angel tree that provides Christmas gifts for the less fortunate. Our team believes in giving back to the community. AutoNation corporate has donated over one million dollars to cancer charities.

We have had the pleasure of working with your staff since January 2016 and feel that we have built a strong business relationship. Our entire team understands the importance to J.E.A. of minimum downtime as well as fix it right the first time. Some of our staff have attended and participated in your safety meetings and we will continue to support you at the highest level.

AutoNation Ford Lincoln of Orange Park has resources that others do not. Some examples are:

Ability to receive after warranty assistance from Ford on a case by case basis

Factory trained technicians, only franchise dealers are eligible for factory training

Online technical data only accessible to Ford dealers

Phone support with Ford Technical Engineers

In dealership support with Ford Technical Engineers on the hard to fix vehicles

2 year unlimited mileage warranty on most O.E.M. parts

After reviewing the proposal of services requested and the value added benefits listed above, we feel our team would be an excellent partner with J.E.A. for both parties mutual success.

Thank you for allowing us the opportunity to earn your business.

Barry Keene

Parts and Service Director
AutoNation Ford Lincoln Orange Park
7700 Blanding Blvd
Jacksonville, Fl 32244
904 317 7702
keeneb@autonation.com

Appendix B-Minimum Qualification Form
116-16 JEA Fleet Services Light Duty Maintenance and Repair

GENERAL

THE MINIMUM QUALIFICATIONS SHALL BE SUBMITTED ON THIS FORM. IN ORDER TO BE CONSIDERED A QUALIFIED BIDDER BY JEA YOU MUST MEET THE MINIMUM QUALIFICATIONS LISTED BELOW, AND BE ABLE TO PROVIDE ALL THE SERVICES LISTED IN THIS SOLICITATION.

THE RESPONDENT MUST COMPLETE THE RESPONSE INFORMATION SECTION BELOW AND PROVIDE ANY OTHER INFORMATION OR REFERENCE REQUESTED. THE RESPONDENT MUST ALSO PROVIDE ANY ATTACHMENTS REQUESTED WITH THIS MINIMUM QUALIFICATIONS FORM.

PLEASE SUBMIT THE ORIGINAL AND THREE (3) COPIES AND ONE (1) CD OF THIS FORM AND ANY REQUESTED ADDITIONAL DOCUMENTATION WITH THE RESPONSE SUBMISSION.

BIDDER INFORMATION

COMPANY NAME: AutoNation Ford Lincoln of Orange Park

BUSINESS ADDRESS: 7100 blanding blvd.

CITY, STATE, ZIP CODE: Jacksonville FL 32244

TELEPHONE: 1-904-777-3673

FAX: 1-904-317-7723

E-MAIL: KeeneB@autonation.com

PRINT NAME OF AUTHORIZED REPRESENTATIVE: barry Keene / Gene Robbins

SIGNATURE OF AUTHORIZED REPRESENTATIVE: Barry Keene

NAME AND TITLE OF AUTHORIZED REPRESENTATIVE: Service director / General manager

MINIMUM QUALIFICATIONS FOR SUBMISSION

Respondent shall meet the following Minimum Qualifications to be considered eligible to submit a Response to this ITN. A Respondent not meeting all of the following criteria will have their Response rejected:

- The respondent shall provide two (2) contract references of similar scope to Appendix A Technical Specifications in which business was performed within the previous five (5) years as of the response due date.
    - The two (2) contract references must include a volume of at least 250 assets for each contract reference.

A Minimum Qualification Form, which is required to be submitted with the Response Form, is provided in Appendix B of this ITN.

Appendix B-Minimum Qualification Form
116-16 JEA Fleet Services Light Duty Maintenance and Repair

CUSTOMER REFERENCE 1

Customer Reference Company Name duval county public schools

Customer Reference Contact Name Victor Morris

Customer Reference Phone Number 1-904-858-1481

Customer Reference E-Mail Address Morrisv@duvalschools.org

Customer Address of Work 1701 Prudential drive Jacksonville FL 32207

Number of Assets 300

Description of Contract perform repair and maintenance on their fleet of vehicles. (light and medium duty)

CUSTOMER REFERENCE 2

Customer Reference Company Name Hertz rental

Customer Reference Contact Name John Singleton

Customer Reference Phone Number 1-931-220-4719

Customer Reference E-Mail Address Jnsingleton@hertz.com

Customer Address of Work 4900 US1 North St. Augustine FL 32095

Number of Assets 750

Description of Contract perform maintenance and repairs as needed on their fleet of vehicles. (light duty).

Subcontractors

Towing
Light Duty
Scotts Towing
2909 Blanding Blvd
Middleburg, Fl 32068
904 276-5597

Medium Duty
ASAP Towing
10053 103rd St
Jacksonville, Fl 32210
904 771-0790

Larry's Trim Shop
8055 103rd St
Jacksonville, Fl 32210
904 771-9255

Presidential Detail Services
4320 Deerwood Lake Parkway #101-451
Jacksonville, Fl 32216
904 535-5178

TABLE OF CONTENTS

STARS

STANDARDIZED TRAINING AND RESOURCE SYSTEM

Home » Employee List » Certification Summary

Certification Summary

All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 04867
Dealer/Fleet/CBU Name: AutoNation Ford Lincoln Orange Park
Employee Name: Czigan, Stephen P
STARS ID: 000173791

Show Filter Options

Manage Certifications

25 records found, displaying all records 1

Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	SYNC Specialist Base Certified - Level 2	Yes	Expired	15-Aug-2015	
Actions	Service Manager Base Certified - Level 2	Yes	Assigned	18-Jan-2010	
Actions	Service Manager Master Certified - Level 3		Assigned	30-Sep-2014	
Actions	Service Manager Fundamentals Certified - Level 1		Assigned	18-Jan-2010	
Actions	Electric Vehicle Dealership Certification-Service (Ford Only)		Assigned	30-Sep-2014	
Actions	2016 Senior Master Technician		Certified	12-May-2016	
Actions	New Model Training Courses - 30		Certified	13-Dec-2014	
Actions	Gasoline Engine Repair - 32		Certified	30-Apr-2010	
Actions	Gasoline Engine Performance - 31		Certified	13-Jul-2013	
Actions	Manual Transmission and Drivetrain - 36		Certified	19-Jul-2005	
Actions	Climate Control - 35		Certified	14-Jan-2016	
Actions	Electrical Systems - 34		Certified	21-Jan-2011	
Actions	Steering and Suspension - 33		Certified	30-Apr-2010	
Actions	Warranty Admin. Fundamentals Certified - Level 1		Certified	30-Sep-2014	
Actions	Diesel Engine Repair - 52		Certified	02-Apr-2007	
Actions	Diesel Engine Performance - 51		Certified	12-Jul-2014	
Actions	Technician Fundamentals		Certified	01-Apr-2014	
Actions	Electronic Systems - 39		Certified	15-Oct-2015	
Actions	Brakes - 38		Certified	09-Apr-2010	
Actions	Automatic Transmission - 37		Certified	05-Jun-2014	
Actions	2016 Engine Master		Certified	12-May-2016	
Actions	2016 Drivetrain Master		Certified	12-May-2016	
Actions	2016 Chassis Master		Certified	12-May-2016	
Actions	Warranty Admin. Master Certified - Level 3		Certified	01-Oct-2014	
Actions	Warranty Admin. Base Certified - Level 2	Yes	Certified	30-Sep-2014	

1

STARS

STANDARDIZED TRAINING AND RESOURCE SYSTEM

Home » Employee List » Certification Summary

Certification Summary

All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 04867
Dealer/Fleet/CBU Name: AutoNation Ford Lincoln Orange Park
Employee Name: Germain Iii, Richard D
STARS ID: 001179013

Show Filter Options

Manage Certifications

Showing 1-25 of 27 records <<First | <Previous **1**, 2 | Next> | Last>>

Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	2016 Senior Master Technician		Certified	12-Jan-2016	
Actions	2016 Engine Master		Certified	12-Jan-2016	
Actions	New Model Training Courses - 30		Certified	13-Dec-2014	
Actions	2016 Drivetrain Master		Certified	12-Jan-2016	
Actions	2016 Chassis Master		Certified	12-Jan-2016	
Actions	Diesel Engine Repair Specialist - FACT		Certified	15-Oct-2014	
Actions	Diesel Engine Performance Specialist - FACT		Certified	15-Oct-2014	
Actions	Electrical Systems - 34		Certified	15-Apr-2010	
Actions	Steering and Suspension - 33		Certified	03-Oct-2010	
Actions	Gasoline Engine Repair - 32		Certified	15-Apr-2010	
Actions	Gasoline Engine Performance - 31		Certified	13-Dec-2012	
Actions	Electronic Systems Specialist - FACT		Certified	04-Jul-2015	
Actions	Brakes Specialist - FACT		Certified	15-Oct-2014	
Actions	Climate Control Specialist - FACT		Certified	14-Dec-2014	
Actions	Electrical Systems Specialist - FACT		Certified	15-Oct-2014	
Actions	Steering and Suspension Specialist - FACT		Certified	15-Oct-2014	
Actions	Gasoline Engine Repair Specialist - FACT		Certified	15-Oct-2014	
Actions	Gasoline Engine Performance Specialist - FACT		Certified	15-Oct-2014	
Actions	Lincoln Pre-Delivery Inspection		Certified	13-Oct-2014	
Actions	Diesel Engine Repair - 52		Certified	15-Apr-2010	
Actions	Diesel Engine Performance - 51		Certified	12-Jul-2014	
Actions	Technician Fundamentals		Certified	30-Jan-2014	
Actions	Electronic Systems - 39		Certified	04-Jan-2013	
Actions	Brakes - 38		Certified	15-Apr-2010	
Actions	Automatic Transmission - 37		Certified	11-Oct-2014	

Showing 1-25 of 27 records <<First | <Previous **1**, 2 | Next> | Last>>

Export to Excel

Show Results per page: 10 | 20 | 50 | All

STARS

STANDARDIZED TRAINING AND RESOURCE SYSTEM

Home » Employee List » Certification Summary

Certification Summary

All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 04867
Dealer/Fleet/CBU Name: AutoNation Ford Lincoln Orange Park
Employee Name: Menter, Jeremy
STARS ID: 001179010

Show Filter Options

Manage Certifications

Showing 1-13 of 27 records <<First | <Previous **1**, 2, 3 | Next> | Last>>

Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	2016 Senior Master Technician		Certified	01-Apr-2016	
Actions	2016 Engine Master		Certified	01-Apr-2016	
Actions	New Model Training Courses - 30		Certified	13-Dec-2014	
Actions	2016 Drivetrain Master		Certified	01-Apr-2016	
Actions	2016 Chassis Master		Certified	01-Apr-2016	
Actions	Diesel Engine Repair Specialist - FACT		Certified	15-Oct-2014	
Actions	Diesel Engine Performance Specialist - FACT		Certified	31-Oct-2015	
Actions	Electrical Systems - 34		Certified	04-Oct-2013	
Actions	Steering and Suspension - 33		Certified	04-Oct-2013	
Actions	Gasoline Engine Repair - 32		Certified	04-Oct-2013	
Actions	Gasoline Engine Performance - 31		Certified	20-Nov-2013	
Actions	Electronic Systems Specialist - FACT		Certified	26-May-2016	
Actions	Brakes Specialist - FACT		Certified	15-Oct-2014	

Showing 1-13 of 27 records <<First | <Previous **1**, 2, 3 | Next> | Last>>

Export to Excel

Show Results per page: 10 | 20 | 50 | All

Application Information

STARS

STANDARDIZED TRAINING AND RESOURCE SYSTEM

Home » Employee List » Certification Summary

Certification Summary

All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 04867
Dealer/Fleet/CBU Name: AutoNation Ford Lincoln Orange Park
Employee Name: Watkins, Benjamin F
STARS ID: 000253976

Show Filter Options

Manage Certifications

Showing 1-13 of 14 records <<First | <Previous **1**, 2 | Next> | Last>>

Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Gasoline Engine Performance - 31		Expired	01-Nov-2002	
Actions	Diesel Engine Repair - 52		Assigned	12-Mar-2012	
Actions	Diesel Engine Performance - 51		Assigned	12-Mar-2012	
Actions	Automatic Transmission - 37		Assigned	12-Mar-2012	
Actions	Gasoline Engine Repair - 32		Assigned	12-Mar-2012	
Actions	Steering and Suspension - 33		Certified	14-Oct-2012	
Actions	Climate Control - 35		Certified	14-Jan-2016	
Actions	Electrical Systems - 34		Certified	14-Oct-2012	
Actions	Manual Transmission and Drivetrain - 36		Certified	15-Jan-2016	
Actions	Electronic Systems - 39		Certified	30-Apr-2016	
Actions	Brakes - 38		Certified	14-Oct-2012	
Actions	Technician Fundamentals		Certified	13-Dec-2014	
Actions	2016 Chassis Master		Certified	23-Jan-2016	

Showing 1-13 of 14 records <<First | <Previous **1**, 2 | Next> | Last>>

Export to Excel

Show Results per page: 10 | 20 | 50 | All

Application Information

STARS

STANDARDIZED TRAINING AND RESOURCE SYSTEM

Home » Employee List » Certification Summary

Certification Summary

All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 04867
Dealer/Fleet/CBU Name: AutoNation Ford Lincoln Orange Park
Employee Name: Rodriguez, Luis A
STARS ID: 002206362

Show Filter Options

Manage Certifications

Showing 1-13 of 22 records <<First | <Previous **1**, 2 | Next> | Last>>

Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Gasoline Engine Performance - 31		Assigned	11-Feb-2015	
Actions	Automatic Transmission - 37		Assigned	11-Feb-2015	
Actions	Manual Transmission and Drivetrain - 36		Assigned	11-Feb-2015	
Actions	Technician Fundamentals		Certified	12-Feb-2015	
Actions	Brakes - 38		Certified	12-Feb-2015	
Actions	Climate Control - 35		Certified	14-Jan-2016	
Actions	Electrical Systems - 34		Certified	12-Feb-2015	
Actions	Steering and Suspension - 33		Certified	12-Feb-2015	
Actions	Gasoline Engine Repair - 32		Certified	12-Feb-2015	
Actions	New Model Training Courses - 30		Certified	12-Feb-2015	
Actions	Diesel Engine Repair Specialist - FACT		Certified	20-Dec-2014	
Actions	Diesel Engine Performance Specialist - FACT		Certified	20-Dec-2014	
Actions	Brakes Specialist - FACT		Certified	20-Dec-2014	

Showing 1-13 of 22 records <<First | <Previous **1**, 2 | Next> | Last>>

Export to Excel

Show Results per page: 10 | 20 | 50 | All

Application Information

STARS

STANDARDIZED TRAINING AND RESOURCE SYSTEM

Home » Employee List » Certification Summary

Certification Summary

All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 04867
Dealer/Fleet/CBU Name: AutoNation Ford Lincoln Orange Park
Employee Name: Peppard, Clayton
STARS ID: 000917984

Show Filter Options

Manage Certifications

13 records found, displaying all records

1

Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Diesel Engine Performance - 51		Assigned	08-Jun-2006	
Actions	Automatic Transmission - 37		Assigned	08-Jun-2006	
Actions	Brakes - 38		Certified	04-Oct-2012	
Actions	Technician Fundamentals		Certified	23-Jan-2014	
Actions	Electronic Systems - 39		Certified	04-Jan-2013	
Actions	Manual Transmission and Drivetrain - 36		Certified	14-Jun-2014	
Actions	Climate Control - 35		Certified	14-Jan-2016	
Actions	Electrical Systems - 34		Certified	04-Oct-2012	
Actions	Steering and Suspension - 33		Certified	04-Oct-2012	
Actions	Diesel Engine Repair - 52		Certified	20-Nov-2010	
Actions	New Model Training Courses - 30		Certified	13-Dec-2014	
Actions	Gasoline Engine Repair - 32		Certified	04-Oct-2012	
Actions	Gasoline Engine Performance - 31		Certified	13-Dec-2012	

13 records found, displaying all records

1

Export to Excel

Show Results per page: 10 | 20 | 50 | All

Application Information

STARS

STANDARDIZED TRAINING AND RESOURCE SYSTEM

Home » Employee List » Certification Summary

Certification Summary

All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 04867
Dealer/Fleet/CBU Name: AutoNation Ford Lincoln Orange Park
Employee Name: Hatcher, Charles B
STARS ID: 000322563

Show Filter Options

Manage Certifications

13 records found, displaying all records

1

Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Electronic Systems - 39		Expired	01-Apr-2016	
Actions	Automatic Transmission - 37		Assigned	20-Apr-2006	
Actions	Manual Transmission and Drivetrain - 36		Assigned	20-Apr-2006	
Actions	Diesel Engine Repair - 52		Assigned	20-Apr-2006	
Actions	Diesel Engine Performance - 51		Assigned	20-Apr-2006	
Actions	New Model Training Courses - 30		Certified	13-Dec-2014	
Actions	Gasoline Engine Repair - 32		Certified	19-Feb-2010	
Actions	Gasoline Engine Performance - 31		Certified	20-Feb-2010	
Actions	Climate Control - 35		Certified	14-Jan-2016	
Actions	Electrical Systems - 34		Certified	12-Jan-2011	
Actions	Steering and Suspension - 33		Certified	24-Oct-2015	
Actions	Brakes - 38		Certified	25-Sep-2009	
Actions	Technician Fundamentals		Certified	13-Dec-2014	

13 records found, displaying all records

1

Export to Excel

Show Results per page: 10 | 20 | 50 | All

Application Information

STARS

STANDARDIZED TRAINING AND RESOURCE SYSTEM

Home » Employee List » Certification Summary

Certification Summary

All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 04867
Dealer/Fleet/CBU Name: AutoNation Ford Lincoln Orange Park
Employee Name: Higdon, Terry L
STARS ID: 000431937

Show Filter Options

Manage Certifications

13 records found, displaying all records 1

Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Diesel Engine Repair - 52		Expired	01-Apr-2007	
Actions	Electronic Systems - 39		Expired	01-Apr-2016	
Actions	Automatic Transmission - 37		Assigned	20-Apr-2006	
Actions	Manual Transmission and Drivetrain - 36		Assigned	20-Apr-2006	
Actions	Diesel Engine Performance - 51		Assigned	20-Apr-2006	
Actions	New Model Training Courses - 30		Certified	13-Dec-2014	
Actions	Gasoline Engine Repair - 32		Certified	12-Aug-2010	
Actions	Gasoline Engine Performance - 31		Certified	12-Aug-2010	
Actions	Climate Control - 35		Certified	14-Jan-2016	
Actions	Electrical Systems - 34		Certified	12-Aug-2010	
Actions	Steering and Suspension - 33		Certified	13-Jul-2015	
Actions	Brakes - 38		Certified	26-May-2011	
Actions	Technician Fundamentals		Certified	13-Dec-2014	

13 records found, displaying all records 1

Export to Excel

Show Results per page: 10 | 20 | 50 | All

Application Information

STARS

STANDARDIZED TRAINING AND RESOURCE SYSTEM

Home » Employee List » Certification Summary

Certification Summary

All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 04867
Dealer/Fleet/CBU Name: AutoNation Ford Lincoln Orange Park
Employee Name: Olesen, Kristofer
STARS ID: 002032436

Show Filter Options

Manage Certifications

13 records found, displaying all records 1

Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Diesel Engine Repair - 52		Assigned	04-Sep-2014	
Actions	Diesel Engine Performance - 51		Assigned	04-Sep-2014	
Actions	Gasoline Engine Repair - 32		Assigned	04-Sep-2014	
Actions	Gasoline Engine Performance - 31		Assigned	04-Sep-2014	
Actions	Electronic Systems - 39		Assigned	14-Jul-2015	
Actions	Brakes - 38		Assigned	04-Sep-2014	
Actions	Automatic Transmission - 37		Assigned	04-Sep-2014	
Actions	Manual Transmission and Drivetrain - 36		Assigned	04-Sep-2014	
Actions	Climate Control - 35		Assigned	04-Sep-2014	
Actions	Steering and Suspension - 33		Assigned	04-Sep-2014	
Actions	Electrical Systems - 34		Certified	16-Jul-2016	
Actions	Technician Fundamentals		Certified	13-Dec-2014	
Actions	New Model Training Courses - 30		Certified	15-Jul-2015	

13 records found, displaying all records 1

Export to Excel

Show Results per page: 10 | 20 | 50 | All

Application Information

STARS

STANDARDIZED TRAINING AND RESOURCE SYSTEM

Home » Employee List » Certification Summary

Certification Summary

All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 04867
Dealer/Fleet/CBU Name: AutoNation Ford Lincoln Orange Park
Employee Name: Hunsberger, Steve
STARS ID: 000945420

Show Filter Options

Manage Certifications

13 records found, displaying all records 1

Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Diesel Engine Repair - 52		Assigned	09-Jan-2008	
Actions	Diesel Engine Performance - 51		Assigned	09-Jan-2008	
Actions	Gasoline Engine Performance - 31		Assigned	09-Jan-2008	
Actions	Automatic Transmission - 37		Assigned	09-Jan-2008	
Actions	Manual Transmission and Drivetrain - 36		Assigned	09-Jan-2008	
Actions	Climate Control - 35		Certified	14-Jan-2016	
Actions	Electrical Systems - 34		Certified	04-Jan-2013	
Actions	Steering and Suspension - 33		Certified	12-Jan-2013	
Actions	Brakes - 38		Certified	04-Oct-2012	
Actions	Technician Fundamentals		Certified	13-Dec-2014	
Actions	Electronic Systems - 39		Certified	03-Nov-2015	
Actions	Gasoline Engine Repair - 32		Certified	08-May-2015	
Actions	New Model Training Courses - 30		Certified	13-Dec-2014	

13 records found, displaying all records 1

Export to Excel

Show Results per page: 10 | 20 | 50 | All

Application Information

STARS

STANDARDIZED TRAINING AND RESOURCE SYSTEM

Home » Employee List » Certification Summary

Certification Summary

All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 04867
Dealer/Fleet/CBU Name: AutoNation Ford Lincoln Orange Park
Employee Name: Bourne, Shawon A
STARS ID: 000313605

Show Filter Options

Manage Certifications

18 records found, displaying all records 1

Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	SYNC Specialist Base Certified - Level 2	Yes	Expired	17-Apr-2016	
Actions	Diesel Engine Performance - 51		Expired	01-Nov-2014	
Actions	Electronic Systems - 39		Expired	01-Jul-2013	
Actions	Technician Fundamentals		Certified	13-Dec-2014	
Actions	2016 Engine Master		Certified	05-Jun-2016	
Actions	2016 Drivetrain Master		Certified	05-Jun-2016	
Actions	2016 Chassis Master		Certified	05-Jun-2016	
Actions	Brakes - 38		Certified	03-Oct-2013	
Actions	Automatic Transmission - 37		Certified	05-Jun-2014	
Actions	Manual Transmission and Drivetrain - 36		Certified	15-Feb-2010	
Actions	Diesel Engine Repair - 52		Certified	15-Feb-2010	
Actions	2016 Senior Master Technician		Certified	05-Jun-2016	
Actions	Gasoline Engine Performance - 31		Certified	03-Oct-2013	
Actions	New Model Training Courses - 30		Certified	13-Dec-2014	
Actions	Climate Control - 35		Certified	19-Apr-2016	
Actions	Electrical Systems - 34		Certified	03-Oct-2013	
Actions	Steering and Suspension - 33		Certified	03-Oct-2013	
Actions	Gasoline Engine Repair - 32		Certified	03-Oct-2013	

18 records found, displaying all records 1

Export to Excel

Show Results per page: 10 | 20 | 50 | All

Application Information

STARS

STANDARDIZED TRAINING AND RESOURCE SYSTEM

Home » Employee List » Certification Summary

Certification Summary

All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 04867
Dealer/Fleet/CBU Name: AutoNation Ford Lincoln Orange Park
Employee Name: Johnson, Michael
STARS ID: 000758559

Show Filter Options

Manage Certifications

Showing 1-13 of 15 records <<First | <Previous **1**, 2 | Next> | Last>>

Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Electronic Systems - 39		Expired	01-Apr-2016	
Actions	Diesel Engine Repair - 52		Assigned	01-Jul-2003	
Actions	Diesel Engine Performance - 51		Assigned	01-Jul-2003	
Actions	2016 Engine Master		Assigned	09-Mar-2016	
Actions	2016 Chassis Master		Assigned	09-Mar-2016	
Actions	Automatic Transmission - 37		Assigned	01-Jul-2003	
Actions	Manual Transmission and Drivetrain - 36		Assigned	01-Jul-2003	
Actions	Climate Control - 35		Certified	14-Jan-2016	
Actions	Brakes - 38		Certified	16-Oct-2012	
Actions	Electrical Systems - 34		Certified	16-Oct-2012	
Actions	Steering and Suspension - 33		Certified	16-Oct-2012	
Actions	Gasoline Engine Repair - 32		Certified	20-Feb-2016	
Actions	Gasoline Engine Performance - 31		Certified	25-Jun-2015	

Showing 1-13 of 15 records <<First | <Previous **1**, 2 | Next> | Last>>

Export to Excel

Show Results per page: 10 | 20 | 50 | All

Application Information

STARS

STANDARDIZED TRAINING AND RESOURCE SYSTEM

Home » Employee List » Certification Summary

Certification Summary

All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 04867
Dealer/Fleet/CBU Name: AutoNation Ford Lincoln Orange Park
Employee Name: Pashley, Brandon S
STARS ID: 000755918

Show Filter Options

Manage Certifications

Showing 1-13 of 16 records <<First | <Previous **1**, 2 | Next> | Last>>

Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Electric Vehicle Dealership Certification-Service (Ford Only)		Assigned	29-Nov-2012	
Actions	Diesel Engine Repair - 52		Assigned	25-Sep-2006	
Actions	Diesel Engine Performance - 51		Assigned	25-Sep-2006	
Actions	Automatic Transmission - 37		Assigned	25-Sep-2006	
Actions	Manual Transmission and Drivetrain - 36		Certified	13-Feb-2016	
Actions	Climate Control - 35		Certified	14-Jan-2016	
Actions	Electrical Systems - 34		Certified	07-Jan-2010	
Actions	Steering and Suspension - 33		Certified	07-Jan-2010	
Actions	Gasoline Engine Repair - 32		Certified	05-Oct-2013	
Actions	Gasoline Engine Performance - 31		Certified	25-Feb-2012	
Actions	New Model Training Courses - 30		Certified	13-Dec-2014	
Actions	Technician Fundamentals		Certified	13-Dec-2014	
Actions	Electronic Systems - 39		Certified	20-May-2016	

Showing 1-13 of 16 records <<First | <Previous **1**, 2 | Next> | Last>>

Export to Excel

Show Results per page: 10 | 20 | 50 | All

Application Information

STARS

STANDARDIZED TRAINING AND RESOURCE SYSTEM

Home » Employee List » Certification Summary

Certification Summary

All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 04867
Dealer/Fleet/CBU Name: AutoNation Ford Lincoln Orange Park
Employee Name: Rhodenberry, Johnny W
STARS ID: 001903651

Show Filter Options

Manage Certifications

13 records found, displaying all records 1

Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Diesel Engine Repair - 52		Assigned	20-Jun-2016	
Actions	Diesel Engine Performance - 51		Assigned	20-Jun-2016	
Actions	Gasoline Engine Repair - 32		Assigned	20-Jun-2016	
Actions	Automatic Transmission - 37		Assigned	20-Jun-2016	
Actions	Manual Transmission and Drivetrain - 36		Assigned	20-Jun-2016	
Actions	Climate Control - 35		Assigned	20-Jun-2016	
Actions	Electrical Systems - 34		Certified	14-Oct-2013	
Actions	Steering and Suspension - 33		Certified	14-Oct-2013	
Actions	Brakes - 38		Certified	29-Jul-2014	
Actions	Technician Fundamentals		Certified	13-Dec-2014	
Actions	Electronic Systems - 39		Certified	08-Oct-2015	
Actions	Gasoline Engine Performance - 31		Certified	14-Nov-2015	
Actions	New Model Training Courses - 30		Certified	13-Dec-2014	

13 records found, displaying all records 1

Export to Excel

Show Results per page: 10 | 20 | 50 | All

Application Information

STARS

STANDARDIZED TRAINING AND RESOURCE SYSTEM

Home » Employee List » Certification Summary

Certification Summary

All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 04867
Dealer/Fleet/CBU Name: AutoNation Ford Lincoln Orange Park
Employee Name: Stokes, Paul J
STARS ID: 000763586

Show Filter Options

Manage Certifications

13 records found, displaying all records 1

Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Electronic Systems - 39		Expired	01-Apr-2016	
Actions	Brakes - 38		Assigned	20-Apr-2006	
Actions	Automatic Transmission - 37		Assigned	20-Apr-2006	
Actions	Manual Transmission and Drivetrain - 36		Assigned	20-Apr-2006	
Actions	Steering and Suspension - 33		Assigned	20-Apr-2006	
Actions	Diesel Engine Repair - 52		Assigned	20-Apr-2006	
Actions	Diesel Engine Performance - 51		Assigned	20-Apr-2006	
Actions	Gasoline Engine Repair - 32		Assigned	20-Apr-2006	
Actions	Gasoline Engine Performance - 31		Certified	16-Apr-2014	
Actions	New Model Training Courses - 30		Certified	13-Dec-2014	
Actions	Electrical Systems - 34		Certified	16-Oct-2012	
Actions	Climate Control - 35		Certified	14-Jan-2016	
Actions	Technician Fundamentals		Certified	13-Dec-2014	

13 records found, displaying all records 1

Export to Excel

Show Results per page: 10 | 20 | 50 | All

Application Information

STARS

STANDARDIZED TRAINING AND RESOURCE SYSTEM

Home » Employee List » Certification Summary

Certification Summary

All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 04867
Dealer/Fleet/CBU Name: AutoNation Ford Lincoln Orange Park
Employee Name: Vinti, Stephen K
STARS ID: 000172982

Show Filter Options

Manage Certifications

Showing 1-13 of 15 records <<First | <Previous **1**, 2 | Next> | Last>>

Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Diesel Engine Repair - 52		Assigned	20-Apr-2006	
Actions	Diesel Engine Performance - 51		Assigned	20-Apr-2006	
Actions	Automatic Transmission - 37		Assigned	20-Apr-2006	
Actions	Manual Transmission and Drivetrain - 36		Assigned	20-Apr-2006	
Actions	Gasoline Engine Repair - 32		Assigned	20-Apr-2006	
Actions	Gasoline Engine Performance - 31		Assigned	20-Apr-2006	
Actions	Electrical Systems - 34		Certified	20-Jul-2011	
Actions	Steering and Suspension - 33		Certified	07-Jan-2010	
Actions	Climate Control - 35		Certified	14-Jan-2016	
Actions	Brakes - 38		Certified	07-Jan-2010	
Actions	Technician Fundamentals		Certified	13-Dec-2014	
Actions	Electronic Systems - 39		Certified	09-Jul-2016	
Actions	2016 Chassis Master		Certified	24-Mar-2016	

Showing 1-13 of 15 records <<First | <Previous **1**, 2 | Next> | Last>>

Export to Excel

Show Results per page: 10 | 20 | 50 | All

Application Information

CERTIFICATE OF COMPLETION

Richard Germain III

HAS COMPLETED THE COURSE

FMCSA DOT Annual Inspection Training 2013

WITH A SCORE OF 88%

TRUCK SAFETY SERVICES

Online DOT Training Solutions
Truck Safety Services
on December 26, 2013
798668509

CERTIFICATE OF COMPLETION

Benjamin Watkins

HAS COMPLETED THE COURSE

FMCSA DOT Annual Inspection Training 2013

WITH A SCORE OF 91%

TRUCK SAFETY SERVICES

Online DOT Training Solutions

Truck Safety Services

on December 26, 2013

798655960

AutoNation

RETAIL POSITION DESCRIPTION

Position Title: Fixed Operations Director

Reports To: General Manager (19Z102)

Job Code: 59Z111

Effective Date: August 1, 2007

Job Summary:
The Fixed Operations Director is responsible for the overall performance of the dealership's fixed operations. This includes ensuring each department meets its short and long-range objectives, creating and implementing action plans, and contributing to total dealership goals. The primary focus of this role is to ensure business growth and improve the customer and associate experience.

Organizational Relationships:
Reports directly to the General Manager and indirectly to the Market Fixed Operations Director. Responsible for the supervision of the Service Manager, Parts Manager, and Collision Manager. Interacts with Controller, General Sales Manager, Used Vehicle Sales Manager, New Vehicle Sales Manager, Market President, Region FOD, Region FOT, customers, and other associates.

Job Responsibilities:
1. Maintain service CSI benchmarks (e.g. group, district, zone, region average) within their defined timeframe (e.g., 3 months, YTD, rolling 12 months), for which the dealership is held accountable.
2. Prepare & administer an annual operating budget for the Service, Parts, and Collision Departments. Forecast and set monthly/annual sales goals & gross profit objectives for the fixed operations departments.
3. Achieve forecast customer labor sales within 10%.
4. Champion AutoNation initiatives by assessing, training, implementing and certifying associates as required.
5. Determine and monitor staffing levels, compensation levels, and department turnover.
6. Provide for and facilitate the recruiting, selection, on boarding and training of associates; planning/scheduling/assigning, monitoring and appraising job results and associate performance; and the coaching, counseling and disciplining of associates so as to develop and retain a qualified workforce.
7. Ensure that customer inconveniences, complaints and misunderstandings are addressed and resolved timely.
8. Establish & maintain good working relationships with customers to encourage repeat referral business.
9. Establish and maintain an organized customer follow-up and recordkeeping system. Maintain highest possible standards of workmanship; advise staff of dealership CSI on a regular basis.
10. Ensure and monitor warranty receivables are monitored and controlled to comply with factory policies and procedures, and allow for a positive cash flow and management of funds for the dealership.
11. Develop systems of quality check of performance and tagging of special jobs.
12. Keep General Manager informed of serious complaints, possible legal cases, and cases not closed satisfactorily; be aware of "lemon laws".
13. Ensure that accurate records are maintained on warranty parts retention as outlined in policy and procedures manual.
14. Meet with the General Manager regularly to review current Service, Parts, and Collision Department performance, set future performance objectives, promotional actives or any other critical matters.

AutoNation

RETAIL POSITION DESCRIPTION

15. Plan and execute an ongoing Parts, Service and Collision advertising program.
16. Ensure that all the necessary shop equipment is in proper and safe working condition.
17. Keep abreast of new equipment and tools, and recommend purchases.
18. Ensure that the work areas and customer waiting areas are kept clean and free of safety hazards.
19. Ensure the Service Department's designated parking areas are organized, properly maintained, and secure.
20. Represent the dealership in cases of emergency involving the Fixed Operations Department or as directed by dealership management.
21. Understand, keep abreast of, and comply with, federal, state and local regulations that affect service & parts operations, such as hazardous waste disposal, OSHA right-to-know, etc.
22. Demonstrate behaviors consistent with the Company's Vision, Mission, and Values in all interactions with customer, co-workers and suppliers.
23. Adhere to all company policies, procedures and safety standards.

Qualifications:

1. Must meet company's requirements for employment.
2. 3-5 years of experience in an auto repair facility.
3. College degree preferred and factory training credentials.
4. 2+ years of supervisory experience.
5. Excellent demonstrated verbal and written communication and interpersonal skills.
6. Ability to operate the department at a profit according to dealership guidelines.
7. Must have valid in-state driver's license and have and maintain an acceptable, safe driving record.
8. Ability to drive manual transmission vehicles.
9. Professional appearance.
10. Demonstrated customer service skills.
11. APS experience and previous industry knowledge of overall operations, management and wholesale relations area a plus.

Physical Requirements & Working Conditions:

1. Exposure to inclement weather.
2. Ability to operate an automobile.
3. Prolonged periods of standing, stooping and bending.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job related tasks other than those specifically presented. Career path opportunities are dependent on business and staffing needs and the qualifications of internal and external candidates.

AutoNation

RETAIL POSITION DESCRIPTION

Position Title: Service Manager

Reports To: Service Director (59Z114) / Fixed Operations Director (59Z111)

Job Code: 59Z140

Effective Date: August 1, 2007

Job Summary:
Ensure business growth and improve the customer and associate experience by providing for a customer-focused, efficient, and profitable operation of the dealership's Service Department. Operate the department at maximum production, controlling costs, building a loyal clientele, maintaining good associate relationships, setting and obtaining sales and profit objectives and maintaining service records. Builds customer relationships, create a good work environment and properly managing the assets of the department.

Organizational Relationships:
Reports directly to the Service Director/Fixed Operations Director or General Manager. Responsible for the supervision of the Service Advisors, Service Shop Foreman, Service Quick Lube Technicians, Service Detail Technicians, Service Technician Team Leaders, Service Technicians, Cashiers, Service Courtesy Driver, Service Warranty Administrators, Service Booker/Closers, Service Porters, and Service Appointment Coordinator. Interacts with Controller, General Sales Manager, Pre-Owned Sales Manager, New Vehicle Sales Manager, Market President, Market FOD, Market FOT, customers, and other associates.

Job Responsibilities:
1. Maintain service CSI benchmarks (e.g. group, district, zone, region average) within their defined timeframe (e.g., 3 months, YTD, rolling 12 months), for which the dealership is held accountable.
   1.1. Maintain highest possible standards of workmanship; advise technicians of dealership CSI on a regular basis.
2. Champion AutoNation initiatives by assessing, training, implementing, certifying, etc.
3. Prepare & administer an annual operating budget for the Service Departments. Forecast and set monthly/annual sales goals & gross profit objectives for the fixed operations departments.
4. Achieve forecast customer labor sales.
5. Provide for and facilitate the recruiting, selection, on boarding and training of associates; planning/scheduling/assigning, monitoring and appraising job results and associate performance; and the coaching, counseling and disciplining of associates so as to develop and retain a qualified workforce.
6. Ensure that customer inconveniences, complaints and misunderstandings are addressed/resolved timely.
7. Establish & maintain good working relationships with customers to encourage repeat referral business.
8. Establish and maintain an organized customer follow-up and recordkeeping system. Maintain highest possible standards of workmanship; advise technicians of dealership CSI on a regular basis.
9. Ensure warranty receivables are monitored and controlled to comply with factory policies and procedures, and allow for a positive cash flow and management of funds for the dealership.
10. Develop systems of quality check of performance and tagging of special jobs.
11. Keep GM or Director informed of serious complaints, possible legal cases, and cases not closed satisfactorily; be aware of "lemon laws".

12. Meet with the GM or Director regularly to review current Service Department performance, set future performance objectives, promotional actives or any other critical matters.
13. Plan and execute an ongoing Service advertising program.
14. Ensure that all the necessary shop equipment is in proper and safe working condition.
15. Keep abreast of new equipment and tools, and recommend purchases.
16. Ensure that the work areas and customer waiting areas are kept clean and free of safety hazards.
17. Ensure the Service Department's designated parking areas are organized, properly maintained, and secure.
18. Represent the dealership in cases of emergency involving the Service Department or as directed by dealership management.
19. Understand, keep abreast of, and comply with, federal, state and local regulations that affect service & parts operations, such as hazardous waste disposal, OSHA right-to-know, etc.
20. Demonstrate behaviors consistent with the Company's Vision, Mission, and Values in all interactions with customer, co-workers and suppliers.
21. Adhere to all company policies, procedures and safety standards.

Qualifications:

1. Must meet company's requirements for employment.
2. 3-5 years of experience in an auto repair facility.
3. College degree and factory training credentials preferred.
4. 2+ years of supervisory experience.
5. Excellent demonstrated verbal and written communication and interpersonal skills.
6. Ability to operate the department at a profit according to dealership guidelines.
7. Proficient knowledge of dealership computer system.
8. Must have valid in-state driver's license and have and maintain an acceptable, safe driving record.
9. Ability to drive manual transmission vehicle.
10. Professional appearance.
11. Demonstrated customer service skills.
12. Previous industry knowledge of overall operations, management and wholesale relations area preferred.

Physical Requirements & Working Conditions:

1. Exposure to inclement weather.
2. Ability to operate an automobile.
3. Prolonged periods of sitting, standing, stooping and bending.

Career Path Opportunity: Service Director, Fixed Operations Director

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job related tasks other than those specifically presented. Career path opportunities are dependent on business and staffing needs and the qualifications of internal and external candidates.

AutoNation

RETAIL POSITION DESCRIPTION

Position Title: Service Advisor

Reports To: Service Manager (59Z140)

Job Code: 59Z220

Effective Date: August 1, 2007

Job Summary:
The Service Advisor is the dealership's first-line customer-relations and service sales representative. The Service Advisor is responsible for scheduling service work in the Service Department and for selling additional needed service to customers.

Organizational Relationships:
Reports directly to the Service Manager or Service Drive Manager. Interacts with Region FOD, Corporate FOT, Service Team Leaders, Service Technicians, Service Quick Lube Manager, Service Quick Lube Technicians, Service Cashier & Administrator, Service Warranty Administrators, Service Appointment Coordinators, Parts Department associates, Collision Department associates, customers, and other associates.

Job Responsibilities:
1. Maintain service CSI benchmarks (e.g. group, district, zone, region average) within their defined timeframe (e.g., 3 months, YTD, rolling 12 months), for which the dealership is held accountable.
2. Schedule appointments using dealership-approved forms. Assign sequence numbers to each customer's repair order.
3. Greet each customer in a prompt, courteous manner. Let customers who are waiting in line know that they will be helped soon.
4. Communicate with service customers to determine the nature of the mechanical problem(s) as well as the value of maintaining their vehicles in accordance with manufacturers' specifications, using maintenance menus. Test drive the vehicle if needed.
5. Secure agreement from customers before repairs begin; cover cost estimate; and approximate time when vehicle's work will be completed.
6. Obtain customer and vehicle data. Secure method of payment.
7. Conduct a walk around inspection of all vehicles, building a positive report, identifying body damage, notifying the customer if work is needed and providing an estimate for Body Shop work.
8. Present a maintenance schedule/menu to every customer, identifying needed services both current and for future consideration.
9. Offer a multi-point inspection, explaining high lights and obtaining customer approval to have technician perform.
10. Keep a daily log of Repair Orders written, status as well as carryovers.
11. Maintain a dealership-prescribed standard for "hours per customer repair order written."
12. Handle minor customer complaints and/or misunderstandings with courtesy, tact and in a manner that does not further aggravate problems.
13. Communicate the need for additional work when needed; explain the details to the customer, including the additional cost and time consideration and documents properly on the repair order.
14. Follow up progress of each repair order during the day. Contact customer by telephone regarding changes in the estimate or time promised. Record changes on repair order in approved manner.
15. Handle telephone inquires regarding work in process and appointments and return phone messages promptly.

AutoNation

RETAIL POSITION DESCRIPTION

16. Deliver vehicles to customers and answer any questions. Review work performed and explain charges or coverage. Escort customer to cashier window.
17. Interpret warranty information and policies to customers.
18. Refer leads and prospects for vehicle sales to the new and pre-owned car departments(s).
19. Advise customers of parts ordered and make an appointment to have them installed before customer leaves.
20. Demonstrate behaviors consistent with the Company's Vision, Mission, and Values in all interactions with customer, co-workers and suppliers.
21. Adhere to all company policies, procedures and safety standards.

Qualifications:

1. Must meet company's requirements for employment.
2. Valid in-state driver's license and have and maintain an acceptable, safe driving record.
3. Ability to drive manual transmission vehicles.
4. Professional appearance
5. Demonstrated customer service skills
6. Previous industry knowledge preferred
7. High school diploma or the equivalent.
8. Ability to read and comprehend written instructions and information.
9. Two years of experience in retail position preferred.
10. ASE certification preferred.
11. Sales experience preferred.
12. Excellent written, oral and interpersonal communication skills.

Physical Requirements & Working Conditions

1. Exposure to inclement weather.
2. Ability to operate an automobile.
3. Prolonged periods of standing, stooping and bending.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job related tasks other than those specifically presented. Career path opportunities are dependent on business and staffing needs and the qualifications of internal and external candidates.

AutoNation

RETAIL POSITION DESCRIPTION

Position Title: Service Technician

Reports To: Service Technician Team Leader (59Z172)

Job Code: 59Z240

Effective Date: August 1, 2007

Job Summary:
The Service Technician is responsible for performing vehicle repair and maintenance as assigned in accordance with dealer and factory standards.

Organizational Relationships:
Reports directly to the Service Technician Team Leader and/or Service Manager. Interacts with Parts Counterpersons, Service Consultants, all members of Service Department management staff, and customers.

Job Responsibilities:
1. Perform work at a level that achieves Service Customer Satisfaction Index rating at or above that of the manufacturer, region or dealership average.
2. Perform work as outlined on repair order with efficiency and accuracy, in accordance with dealership and factory standards.
3. Communicate with parts department to obtain needed parts. Inform Team Leader if vehicle is awaiting parts and pursue special order of parts if necessary.
4. Diagnose cause of any malfunction and perform repair, if authorized by the customer.
5. Save and tag parts if the job is under warranty or if requested by customer.
6. Examine the vehicle to determine if additional safety or service work is required.
7. Notify Service Advisor immediately if additional work is needed, if work outlined is not needed, or if repairs cannot be completed within the time promised.
8. Document work performed on each vehicle on the repair order using the concern, cause, and correction format. State repair diagnosis/description as clearly as possible on the terminal, to document what the customer will see and how the billing is be determined.
9. Road-test vehicles to quality check work performed as required, keeping in mind that customers' vehicles should not be used for personal errands and should not be operated illegally or unsafely. Seat belts should be worn at all times.
10. Continually monitor status of each vehicle and inform the Team Leader. Expedite "wait" jobs to the extent possible. Monitor promised times and advise Team Leader if there will be a problem meeting a promised time as soon as it becomes apparent.
11. Ensure that customer's vehicles are returned to them as clean as they were prior to being serviced.
12. Maintain an inventory of normal Technician's tools not normally inventoried by the Service department as "special tools." Properly use the special tools and equipment provided by the Company.
13. Keep abreast of factory technical bulletins.
14. Attend factory-sponsored training classes.
15. Keep shop area neat and clean and be able to account for all dealership-owned tools at all times.
16. Wear approved safety glasses at all times when in designated safety areas.
17. Understand and follow federal, state and locate regulations, such as those governing the disposal of hazardous wastes.
18. Demonstrate behaviors consistent with the Company's Vision, Mission, and Values in all interactions with customer, co-workers and suppliers.
19. Adhere to all company policies, procedures and safety standards.
20. Follow Company safety procedures to avoid exposure to fumes, dirt, dust, harsh chemicals

AutoNation

RETAIL POSITION DESCRIPTION

Qualifications:

1. Must meet company's requirements for employment.
2. 3+ years of experience as a Service Technician preferred.
3. High school diploma or the equivalent.
4. Ability to read and comprehend instructions and information.
5. ASE certification is preferred.
6. General mechanical skills.
7. Manual dexterity.
8. Valid in-state driver's license and have and maintain an acceptable, safe driving record.
9. Ability to operate manual transmission vehicles.
10. Must be a team player with impeccable honesty and integrity.
11. Professional appearance.
12. Demonstrated effective communication and interpersonal skills.

Physical Requirements & Working Conditions:

1. Exposure to inclement weather.
2. Ability to operate an automobile.
3. Prolonged periods of standing, stooping and bending.
4. Exerting 20 to 50 pounds of force occasionally and/or 10 to 25 pounds of force frequently and/or greater than negligible up to 10 pounds of force constantly to move objects.
5. Requires walking or standing to a significant degree, or requires sitting most of the time but entails pushing and/or pulling of arm or leg controls, or requires working at a production rate pace entailing the constant pushing and/or pulling of materials even though the weight of those materials is negligible.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job related tasks other than those specifically presented. Career path opportunities are dependent on business and staffing needs and the qualifications of internal and external candidates.