

## EXPLORE

A CAREER IN AN INDUSTRY THAT PROVIDES:

1. COMPETITIVE WAGES AND BENEFITS
2. A HIGH-TECH WORK ENVIRONMENT
3. LONG-TERM JOB SECURITY
4. OPPORTUNITIES FOR ADVANCEMENT

To Order PAA Career Brochures Contact:

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## OPPORTUNITIES

MANY UNIQUE AND CHALLENGING CAREERS ARE AVAILABLE IN THE AUTOMOTIVE INDUSTRY FOR VARIOUS SKILL LEVELS AND INTERESTS.

THESE CAREERS ENCOURAGE HIGH STANDARDS OF PROFESSIONALISM AND OFFER MANY ADVANCEMENT OPPORTUNITIES.

**The Road to Your Future  
Choose Your  
Path to Success**

**Service  
Department**

**Management &  
Administration**

**Sales  
Department**

**Parts  
Department**

**Career Opportunities  
at Automotive Dealerships**

***The Road  
to your  
Future***

**Contact a New Car or Truck Dealership to Learn More.**

# Now is the Time to Begin Your Career in the Automotive Industry

## Management & Administration

Management positions range from general manager to human resources to controller. The core dealership management team is responsible for ensuring that the dealership runs efficiently by organizing, supervising and coordinating operations.

There are many support positions in the area of Management & Administration. The office manager, title clerk and receptionist all play an integral part in supporting the daily operations of the dealership as a whole. Their role in the dealership requires facilitating all of the paperwork that flows through the dealership, including billing, title work and warranty claims.

Business-minded individuals who like working in a fast-paced environment will enjoy competitive salaries and opportunities for advancement.

### Average Salary Information

Controller	\$96,073
Office Manager	\$55,081
HR Manager	\$61,695
Clerk/Title	\$34,093
Receptionist	\$28,302

## Sales Department

The most well-known department in a dealership is of course the sales department. The primary goal for this department is to sell cars. Automotive salespeople are front-line professionals representing the dealership and the brand of vehicles that are sold.

However, once the customer decides on the vehicle they are buying many other functions come into play in the dealership. Most dealerships have several employees that help customers arrange financing, complete the paperwork process of purchasing a vehicle and present other products that the customer may be interested in adding to the purchase, such as extended warranties.

Individuals in the sales department must have excellent communication skills and an understanding of the products, finance, insurance and state and federal laws impacting the dealership and the customer.

### Average Salary Information

Sales Manager	\$108,767
Sales Consultant	\$59,141
F&I Director	\$110,786
Internet Manager	\$61,485
Advertising Manager	\$62,196

## Service Department

A strong Service Department is crucial to the entire dealership's success. The technicians are considered the lifeblood of the service department. Challenging and rewarding, a technician's position requires extensive, state-of-the-art training in the areas of mechanical, electronic and computer technology. The "grease monkey" image is a thing of the past.

The Service Advisors play another key role in the Service Department. They are the first and primary customer contact for the customer. The Service Advisor is responsible for understanding what needs to be done to the vehicle, whether it is normal maintenance or addressing a specific concern. The Service Cashier supports the advisor by taking care of the customer's payment and finalizing the customer's service experience.

The Service Department offers many opportunities for individuals who are problem solvers with excellent computer, math and technical aptitude.

### Average Salary Information

Service Manager	\$92,885
Shop Foreman	\$81,287
Service Advisor	\$56,505
Service Cashier	\$31,674
Technician A-D	\$29k - \$63k

## Parts Department

The Parts Department supports the Service Department by ordering, inventorying and selling parts and accessories to the public and the Service Department. In addition to the Parts Manager, the Parts Department is made up of parts counter personnel, shippers/receivers and drivers.

The Parts Salesperson needs to have the know-how to determine what parts are available for vehicles being repaired. Dealerships can maintain large inventories of parts and need to communicate with the manufacturer regarding special order parts. Customers and the Service Department rely on the Parts Department to have the parts required to complete repairs available in stock.

A sound technical background, an ability to work with people, a keen sense of organization and attention to detail are the key qualities of good parts employees. Customer service oriented individuals with strong organizational skills can succeed and advance in the Parts Department.

### Average Salary Information

Parts Manager	\$80,067
Asst. Manager	\$57,027
Counterperson	\$44,514
Shipper/Receiver	\$30,880
Driver	\$26,687

