

Kelly Automotive Group Career Path Technician to Leadership Role

Hired as a Technician



Week 1:

- Introduce to all Team Members
- Spend 1 day observing Advisors
- Spend ½ day with Porter
- Spend ½ day in Parts Department
- Spend ½ day in Recon Department
- Spend 3-5 days shadowing a current technician
- Review work schedule with Service Manager
- Review expectations with Service Manager



After 1 Week to 1 Month:

- Review & Address any needs with Service Manager
- Plan training
- Acquire all necessary State Certifications
- Pass all applicable Factory Certifications



30 Day Review:

- Review performance metrics
 - Repair Orders (ROs), 3 “C’s” for Warranty ROs, Job Punches, Recommended Work
- Partners well with Team Members
- Set Up for Success
- Aligned with and Promotes KAG Values



31 Days to 6 Months Review:

- Review performance metrics
 - Repair Orders (Ros), 3 “C’s” for Warranty Ros, Job Punches, Recommended Work
- Partners well with Team Members
- Set Up for Success
- Aligned with and Promotes KAG Values



6 Months to 1 Year + Review:

- Review performance metrics
 - Repair Orders (Ros), 3 “C’s” for Warranty Ros, Job Punches, Recommended Work
- Partners well with Team Members
- Set Up for Success
- Aligned with and Promotes KAG Values



Ideal Next Steps



Lead Technician/Master Technician:

- Results, Results, Results
- Displays Tech Efficiency
- Zero Comebacks
- Fully Factory Trained & Certified
- Has the respect of other Technicians and Advisors
- Exceptional Coach/Leader/Mentor
- Promotes & Supports all KAG Training Processes & Efforts
- Aligned with and Promotes KAG Values



Service Advisor:

- Exhibits top communication skills
- Smiles
- Good Listener
- Professional Appearance
- Has the respect of Technicians and other Advisors
- Partners with Other Department Managers & Managers from other stores
- Fully Factory Trained & Certified
- Achieve Top Level in President's Club
- Exceptional Coach/Leader/Mentor
- Promotes & Supports all KAG Training Processes & Efforts
- Aligned with and Promotes KAG Values



Service Manager or Parts Manager:

- Meets and Exceeds all Forecasts
- Has the respect of Technicians and other Advisors
- Partners with Other Department Managers & Managers from other stores
- Works well with KAG Leadership Team
- Timely and Accurate paperwork processing
- Good Work Ethic
- Happy, warm, and friendly
- Fully Factory Trained & Certified
- Proven President's Club Leader
- Achieves Above Average Factory Customer Satisfaction Scores
- Low Department Turnover
- Exceptional Coach/Leader/Mentor/Recruiter
- Promotes & Supports all KAG Training Processes & Efforts
- Aligned with and Promotes KAG Values



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