



Area Supervisor

Job Code: S1, S2
Salary Grade:

Job Family: Supervisor
Last Updated: 12/21/04

AIM
330 Golden Shore
Suite 400
Long Beach, CA 90802

Job Summary

Manages vehicle activities within designated responsibility area. Ensures uniform, consistent inspections are performed in the field for new vehicle, off-lease, credit, company and fleet vehicles. Responsible for adhering to company standards for all inspections, for inspection performance, and for auction site issues resolution. Performs in-field audits of inspections, consults with inspectors on findings. Ability to supervise multiple employees at several locations is required.

Contributes to building brand value and achieving enduring profitable growth.

Job Functions

The following job function statements describe the general nature and level of work being performed. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. The job function statements reflect expectations of the fully trained, proficient incumbent who meets all performance criteria.

1. Performs regular inspection site reviews for consistency of standards, performance of data transmission, and timeliness of inspections.
2. Ensures compliance with national inspection standards.
3. Assists in development of procedures for auction inspection process review and for inspection space requirements. Insures dedicated auction space for inspection purposes.
4. Reviews daily performance reports to identify bottlenecks or systems issues. Resolves or escalates issues as they arise.
5. Focuses on customer concerns to resolve inspection issues or inspection process problems.
6. As necessary, performs other related duties of which the above are representative.
7. Supervises and provides leadership, coaching, guidance, training and staff development; interviews and selects unit inspectors; plans and evaluates employee performance; recommends merit increases, transfers and promotions; counsels and disciplines employees as necessary; recommends termination when appropriate; and monitors time and attendance of subordinates.

Minimum Qualifications

The following qualification statements reflect the minimum skills and abilities required of the qualified applicant.

1. Job Knowledge and Skill:
Familiar with all aspects of field operations, especially auction activities and inspection processes. Solid written and oral communication, conflict resolution and interpersonal skills. Good analytical, organization, and problem solving skills.
2. Experience:
Two or more years of automotive related experience at a professional level, including two or more years experience in field operations or inspection related business.
3. Education:
Bachelor's degree in a related discipline. Consider equivalent related college or technical courses, seminars and/or industry experience.



Area Supervisor

Job Code: S1, S2
Salary Grade:

Job Family: Supervisor
Last Updated: 12/21/04

AIM
330 Golden Shore
Suite 400
Long Beach, CA 90802

4. Work Conditions:

Ability to work outside in varying environmental conditions including changing weather situations and temperature changes. Ability to review vehicles both exterior/interior and undercarriage including the lifting/opening of both the hood and trunk lid.

5. Computer Skills:

Working knowledge of word processor, spreadsheet, other PC applications, ability to adapt to new technology as it becomes available.

Physical Requirements

The physical requirements described below are representative of those an employee must normally meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable otherwise qualified individuals with disabilities to perform the essential job functions.

1. Travel:

Some overnight travel. Day to day travel dependent on area of responsibility.

AiM is an equal opportunity employer with excellent pay and benefits.

Drug testing employer

Background checks performed

For consideration please submit resume to HR@aiminspections.com



Area Supervisor

Job Code: S1, S2
Salary Grade:

Job Family: Supervisor
Last Updated: 12/21/04

AIM
330 Golden Shore
Suite 400
Long Beach, CA 90802

Employee Standards

The following employee standards define how the Alliance Inspection Management (AIM) Brand Identities exist in every AIM position. These standards are critical to an employee's successful performance of daily responsibilities, successful achievement of short and long-term objectives, and contribution to our goals of building brand value and achieving enduring and profitable growth.

1. Profit Driven:

- Demonstrates the awareness for adding value to the Company by increasing profits and/or decreasing costs.
- Links decisions and actions to profitability targets.
- Maximizes profit through swift and thoughtful decisions based on a clear understanding of E-Valuations strategy.

2. Customer Focused:

- Focuses efforts on converting customers to enthusiastic advocates for our brand, by delivering consistent and passionate product and service performance that exceed customer value expectations.
- Analyzes decisions from the customer's viewpoint and takes action with the customer's needs and values in mind.

3. Cross-Functional and Global:

- Supports a working culture of cross-functional cooperation and synergy (cross-divisional, cross-regional, and cross-hierarchical).
- Demonstrates the ability to team with people from other organizations, independently of borders (functions, regions, and affiliates), to reach a target.

4. Brand Aligned:

- Consistently contributes to building brand value by delivering on our brand promise.
- Evaluates potential decisions and actions with the following brand filter questions:

E-Valuations

- | | |
|--|---|
| <ul style="list-style-type: none"> • Are we anticipating the needs of our customers and respecting their individual requirements? • Are we being imaginative in looking for a way to use technology or to design a better product or service to satisfy the needs of our customers? • Will this help to make our customers not merely satisfied, but enthusiastic about utilizing the AIM Inspection process? • Are we setting our own standards or are we just following the crowd? | <ul style="list-style-type: none"> • Are we using technology and ingenious thinking for real customer benefit? • Are we anticipating, not just reacting to our customers' needs? • Will this help create an invigorating and refined premium experience for our customers? • Will each customer feel genuinely understood? • Are we enthusiastically seeking new possibilities, optimizing every situation, and re-defining new levels of excellence? • Are we being strong and graceful? |
|--|---|
- Actively listens, welcomes diverse opinions, and makes necessary, timely, and innovative decisions.
 - Produces several possible solutions to each problem and recommends the best one for the Company.

5. Stretch Goals and Growth:

- Orients performance and realization of stretch objectives based on competitive benchmarks.
- Focuses goal achievement on the required direction of profitable growth.

Approved, Department Head: _____

Date: _____

Approved, Human Resources: _____

Date: _____