

Project Imagine Manager Guide

At Discount Tire, we change more than just tires.

We're passionate about hiring the right person, at the right time, for the right opportunity.

Our Tire Service Technician/Service Professional role is centered around the backbone of our organization, allowing you to become a member of a high-functioning team that delivers a world-class experience to customers. We promise that when you work for us, you will experience caring people doing the right thing.



Tire Service Technician/Service Professional Job Description

Tire Service Technician/Service Professional – Full-Time – City

Discount Tire

Street

City, State, Zip

Overview

The Tire Service Technician/Service Professional is the backbone of our success and is the first step in your journey with Discount Tire. Our Tire Technicians repair, install and maintain tires on cars, trucks, and commercial vehicles. At Discount Tire, we commit to growing our employees and routinely promote from within.

Full-Time

100% On Site

Pay Starting at \$XX

Starting Immediately

At a Glance:

A Full-Time Tire Service Technician/Service Professional at Discount Tire performs the following duties, including but not limited to:

- Install new tires and wheels
- Perform maintenance on tires, including rotations, balancing, repairs, and cleaning
- Rewarding Career Path to Management
- Follow safety guidelines and best practices
- Participate in hands-on, on-the-job training
- Provide a world-class customer service experience
- Works 35+ hours per week during regular business hours

What We're Looking For:

- Must have an upbeat outlook
- Must be able to lift a minimum of 50 lbs.
- Must enjoy and excel in a team environment
- Must be coachable, trainable, dedicated, and reliable
- Must have a high school diploma or an equivalent certification
- Must be able to function well in a physically demanding environment

What We Offer:

Discount Tire is committed to supporting our employees. We continually assess our benefit offerings and the needs of our employees to ensure we offer the support our employees need, personally and professionally.

- Full-Time Benefits:
- Paid Training
- Paid Holidays
- PTO/Vacation
- 401(k) Retirement Plan
- Life and AD&D Insurance
- Employee Referral Bonus
- Short/Long-Term Disability
- Flexible Spending Accounts

- Employee Assistance Program
- Educational Assistance Program
- Medical, Dental, and Vision Insurance
- Exclusive Employee Discount Program

Discount Tire stands by our Veterans. We are proud to say that we are a Veteran-Friendly organization.

Glassdoor names Discount Tire as one of the Best Places to Work in 2018, 2019, 2020, and 2021.

Why Discount Tire?

At Discount Tire, we are dedicated to helping our employees reach their full potential and achieve their career goals. Our comprehensive mentoring program is designed to provide the support, knowledge, and skills needed to succeed and grow within the company. We are committed to investing in the development of our employees. With our strong emphasis on the principles and standards that define who we are as a company, you will have the opportunity to build a lucrative and fulfilling career at Discount Tire. In fact, all our store managers started in our stores and have progressed through the ranks thanks to our commitment to coaching and mentoring our people. Join us and see where your career can take you.

Who We Are:

In 1960, Bruce T. Halle founded the first Discount Tire in Ann Arbor, Michigan. Starting with an inventory of only six tires, Halle grew his store by cultivating connections to the community and honoring relationships with customers and employees. Through respect, fairness, and a willingness to always pay it forward, Halle transformed his store into a thriving, responsible business.

Today, Discount Tire is America's largest independent tire and wheel retailer. Our 1,100+ locations across 37 states provide a wide range of product choices, affordable pricing, and expert staff. More importantly, all our stores offer the individual customer focus and warm personal touch you'd expect from a neighborhood store. In the spirit of the first Discount Tire store, we maintain commitments to mutual respect and fairness for all through community engagement and responsible growth.

Discount Tire continues to prosper because of the vision that lives and thrives in the hearts of our employees, from the store level to the corporate level.

Learn more about our Company, our culture, and our benefits by visiting careers.discounttire.com

Discount Tire provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Tire Service Technician/Service Professional - Manager Guide

Manager Expectations

- You do not necessarily need to ask all questions. You may find that follow-up questions could take time, which may be more valuable. Decide which best fits the situation based on the candidate's responses.
- Choose follow-up questions that provoke specific examples or stories that align to our Principles & Standards. (Who We Are)
- The best examples you can get from your candidate have beginnings (Situation/Task), middle (Actions) and ends (Results). Example:
 - Situation/Task - Describe the situation/task you faced and the context of the story.
 - Actions - What actions did you take?
 - Results - What results did you achieve?
- If appropriate, challenge the candidate's statements, decisions or thought process. It is critical that we inspect their responses that give you confidence the candidate will be a member of a high-performing team.

Manager Interview Questions

What is your Dream? How can Discount Tire help you achieve your Dream?

What are 3 words to describe you and why?

How has a challenge or failure shaped your life?

Who is your mentor and why?

What do you enjoy most about your current / previous role?

What do you least enjoy or perhaps find frustrating about your current / previous role?

What keeps you motivated?

What appeals to you about this position?

What is most important to you in your next role?

Describe a situation in which Teamwork was critical in solving a problem. What was your role?

Describe an experience when you observed a teammate or friend struggling. How did you respond?

The 5 Life Lessons Mr. Halle lived by:

BE HONEST

Have integrity, be fair, and do what we believe is right.

WORK HARD

Give your Best, learn from your mistakes, and remember we never arrive.

HAVE FUN

Have a positive attitude. Enjoy getting to know and helping people. Celebrate and share in our success.

BE GRATEFUL

Be humble, appreciative, and remember we do this together.

PAY IT FORWARD

Help others make their Dreams come true by caring for and cultivating them to be their best. Pay it forward to your family, company, and community.

The 5 Operating Philosophies (IOOGA) he developed to work by:

INTEGRITY

We are honest, fair and do what we believe is right.

OUR PEOPLE

Our strength comes from caring for and helping one another, creating a culture of people very loyal to each other.

OUR CUSTOMERS

Every day we must earn the right to call them our customers.

GROWTH

We seek to gain and share knowledge, innovate, achieve results, and open more stores.

ATTITUDE

Be humble, appreciative, and remember we do this together.

The Vision for achieving the Mission:

TO BE THE BEST

We have high standards, give our Best, learn from our mistakes, and we remember we never arrive.

CARE FOR

Getting to truly know our people and their dreams. Being there for them in good times and bad.

CULTIVATE

Teach, Coach, and Mentor them in their roles and prepare them for the future opportunities. Hold them accountable to our high standards.

DELIGHT CUSTOMERS

Every day we earn the right to call them our customers by treating them the way they want to be treated.

GROW RESPONSIBLY

We seek to gain and share knowledge, are responsible for company and individual growth, and look inwards to get better first, work safely, Have Fun, and share in our success.

