

# Project Imagine Recruiter 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 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 Job Description

## Tire Service Technician – Full-Time – City

Discount Tire  
Street  
City, State, Zip

### Overview

The Tire Service Technician 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 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](https://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 – Recruiter Phone Screen Guide

## Screener Expectations

- Take adequate time to review the candidate's application and resume (if attached) prior to the phone screen. Identify any "red flags" in their submission (unrealistic pay or schedule expectations, gaps in employment, reasons for leaving previous employers, etc.). Prepare follow-up questions to ask about any potential red flags.
- Greet the candidate and thank them for their interest in Discount Tire. Be conversational in the beginning to make the candidate more comfortable in the setting.

## Phone Screen Questions

### Basic Requirements

- Introduce the Tire Service Technician job description and essential functions of the role. Full-time position; 35+ hours per week. Physical requirements (bending, stooping, regularly lifting 30-50lbs) and environmental elements (hot in summer, cold in winter)
- Confirm schedule/availability listed on the application
- Ask candidate about relocation – are they able to relocate to another market in the future?
- State background/drug test requirement
- Give candidate overview of appearance standards and expectations regarding attire, tattoos, and grooming/hygiene

### What are you passionate about?

- ☐ Exceeds Expectations
- ☐ Meets Expectations
- ☐ Did Not Meet Expectations

### Why do you want to work for Discount Tire?

- ☐ Exceeds Expectations
- ☐ Meets Expectations
- ☐ Did Not Meet Expectations

### How does the Tire Service Technician role fit your long-term career goals?

- ☐ Exceeds Expectations
- ☐ Meets Expectations
- ☐ Did Not Meet Expectations

## Tire Service Technician - Recruiter Guide

### Recruiter Expectations

- Schedule enough time for the interview to make sure you and/or the candidate are not rushed.
- Minimize internal and external distractions; focus on the applicant.
- Open the conversation with introductions. Introduce yourself and tell the candidate your Discount Tire story and then give the candidate an opportunity to introduce themselves to you.
- Listen to their full answer before moving on to the next question.
- Ask clarifying or probing questions or for more information if needed.

### Recruiter Interview Questions

What type of work environment have you been most successful in and why?

Tell me about a time when you exceeded a customer's expectations (internal or external customer).

Describe your ideal supervisor.

Tell me about a time when you had to work with a difficult or unmotivated person or persons to complete a task. Describe the situation and result.

What do you enjoy doing in your free time?

## 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.

