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Career Report

Winding down and wrapping up our AIS 3001 course, I have learned a lot about myself and my personality. With all of this new information I have learned, I have gained a better insight into what career I would like to pursue in the future. Setting up my background, I currently work in the car business and I have been in the car business for quite awhile. The passion started when I was younger. I would read about and work on cars whenever I got the chance too. My dad has been in the business for over 40 years and whenever I got the chance I would ride into work with him and play around with all the cars on the lot to learn more about the way they worked. Having been around cars my whole life, my goal is to create a long term career in the car business.

Target Position Analysis

As I look towards my future, I have a pretty decent idea of where I would like to end up next. Over the past years, I've had a pretty wild ride in the car industry. Starting back when I was 16, I was originally hired at the dealership to be a service car wash employee. Since then I've been able to work up through the ranks from car wash to shop foreman and then switching departments and moving to sales then finance. I currently work as the finance manager at a high volume dealership that sells three different brands of vehicles. However, as I sit and think about a future plan, I have one spot in mind for my next position in the car business. The position I am

hoping to obtain is the role of general manager (GM). The general manager position is the highest position that can be achieved at an individual store. Obviously there are higher positions within a dealer group as a whole but those positions aren't what I have my eyes set on. The general manager oversees the operations at the store and makes sure all departments flow and work together.

Job Description

Diving deeper into my future career plan, I want to take some time to diagnose and describe what a general manager does for a dealership. General managers oversee all of the operations at a car dealership. They make sure that all of the departments are running smoothly and that each of these departments are turning a profit.

1. Summary of Job Responsibilities

As a general manager in the automotive world, there are many job responsibilities that one will handle. Some of the most important are first motivating employees, planning events and promotions, and ensuring customer satisfaction. Other responsibilities include, hiring upper-level employees (service and sales manager) and gauging their performance. GMs must also set up goals for the dealership and oversee daily operations from an elevated perspective. GMs must also work with staff members for record retention and financial analysis.

2. Education and Experience

As a GM of a dealership, most candidates are looked at based on experience and not education. However, as we move into the future, more and more dealer groups are wanting their GMs to at least have at least associates degree and more

preferably a bachelor's degree. For the GM position, most dealer groups would like your bachelors degree to be in the field of business. Experience is a heavy weight on the position. Most dealership GMs have experience in every area of the automotive world. Dealer groups want their GMs to have plenty of experience in the sales department. In fact, according to an article from Ziprecruiter, most dealer GMs come from the sales department. However, experience in service and parts is also strongly recommended for the position.

3. Requirements

Requirements for a dealership GM include at least two years of dealership sales experience and at least five years in a supervisory position. Experience in other dealership positions is a plus. GMs must have strong leadership and organizational skills, and the ability to understand profit and loss statements. Dealership GMs must also be able to manage a large and diverse staff.

4. Skills Needed

Some skills needed to be a dealership GM include, but are not limited to: leadership skills, financial skills, customer service skills, people skills, creative skills, problem solving skills, management skills, understanding of the automotive industry, service, sales, finance, manufacturer incentives and programs, etc.

Skills and Gap Analysis

As I sit back and analyze the information I have collected thus far on the position and career I'd like to pursue, I can see that there are some gaps in my experiences and what it takes to reach this level of management. With that being said, there are also some spots in my

professional career that directly line up and start to show that one day in the near future I will be ready to take on a position of this nature.

1. Job Qualifications

Looking at some of my qualifications, I can confidently say that I am on the right track to take on a position of this level. Starting off, I have a good amount of experience in the service and parts department. I spent time as a service advisor and a shop foreman. I also have two years of automotive sales experience. I have just moved over to a manager position so I am just now starting to gain experience as a manager and my qualification in this category isn't the strongest yet.

2. Skill and Experiences that closely match

Since I began my professional career in the car business, most of my skills and experiences directly match what is needed in a general manager. As stated in the previous paragraph, I have had a good amount of experience in both the sales and service departments. I have worked with a multitude of different clientele and with that, have dealt with a handful of people who were unhappy with services they received. I have been able to defuse and work with these customers to come to a quick solution and satisfy their needs. As a shop foreman, I essentially work as an assistant manager so I have some experience in management of a service department. Moving on to sales, I worked as a sales associate for two year in order to further my understanding of the car business. I can read through manufacturer incentives, work with customers to find a product that fills their needs, and I have gained more customer service experience. I also now have

furthered my management experience moving from sales to the finance department. I now work as a finance manager and have a decent understanding of the finance portion of the dealership world. Including all the state paperwork.

3. Transferable Skills

I have a decent amount of transferable skills that would be perfect for the position. My biggest skill is customer service. I have worked in customer service for quite some time now and this skill would transfer over great to becoming a GM. I also have skills in sales and in finance for a dealership. I have great people skills and I'm excellent at communicating with others.

4. Missing Skills

Although I have been in the car business for quite some time, there are still some skills that I either don't have or need more experience in to successfully continue my career path. Starting off, I lack management skills only due to the fact that I haven't been in a management position for long (4 months). I also lack skills when it comes to dealing with the hiring and firing done at a place of employment. These are all skills that I will be able to learn over time and with some more training in my new management position.

Tying everything together, as I set out and continue my life journey, I have a lot of exciting things to look forward to in my professional career. I love to grow and continue to learn new things. It's also very exciting to plan and look toward the future. This class has taught me a lot about myself, as well as what career I would like to continue to pursue. As I continue my journey in the car business, I think with 3-4 more years of experience I will be ready to take on

the position as a general manager. This will also be a great accomplishment for me because it will put me in a position where I could be one of the youngest general managers in the dealer group that I work for. I can't wait to continue on my journey!

Works Cited

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