



Shop/Operations Manager – Position Opening

The Creative Workshop is a nationally recognized classic car restoration shop located immediately south of Ft. Lauderdale, Florida in Dania Beach. Our busy and growing shop performs award winning restorations and customizations on all makes and models of foreign and domestic classic, exotic, specialty and antique cars, trucks and racecars.

We are currently looking for an experienced operations/shop/service manager to oversee our staff of 11 and approximate 20 projects on the floor at any given time.

Our Manager oversees the day to day operations of the shop and is directly responsible for billing, estimating and invoicing, building strong relationships with our existing and prospective clients and overseeing, supporting and working hands-on with all employees.

Specifically, daily responsibilities include, but are not limited to:

- Providing regular, consistent communication with existing clients – by phone, email, letters and in person
- Taking ownership of the customer's experience – expertly handling issues and provide “concierge” type of support to a high-net worth clientele
- Produce and explain estimates and budgets to clients, sell and up sell services
- Develop business through existing and new customers
- Discuss, evaluate and produce documentation from client meetings to create estimates, budgets, deadlines and ultimately, to oversee projects within the shop
- Ensure projects, budgets and client expectations are tightly controlled
- Maintain meticulous records relating to recommendations provided, vendors and parts used, services performed and client interactions
- Maintain good relations with suppliers and vendors
- Oversight of monthly production and profitability
- Assist in diagnosing vehicle problems and collaborating with technicians to create project outlines for client recommendations
- Create efficient work schedules based on the coordination of budgets, projects, staff availability, and deadlines
- Help interview, hire, coach, train, mentor and supervise technicians/craftsmen
- Research and recommend parts, upgrades, procedures to Clients
- Assist with the purchase of parts, materials and equipment.
- Maintain a clean, safe, organized and productive work environment and that equipment, tools and supplies are in order
- Ensure the shop operates within the guidelines of all applicable federal, state and local regulations

The right person should have:

- A true passion for cars
- Prior business ownership, shop foreman, shop manager, operations management and/or service manager experience
- Classic car and restoration experience preferred but not required
- An in-depth, expert knowledge of automotive repair is required
- Strong, natural communication, leadership, problem solving and people skills
- Strong mathematical and bookkeeping skills to oversee cashflow, payroll, billing and collecting
- Valid drivers license, clean DMV record
- Dependable, persistent problem-solver, enthusiastic, self-starter, internally motivated, highly organized and detail oriented
- Good computer skills and the ability and/or experience to work with Mitchells or willingness to learn

We are looking for a proactive, enthusiastic, positive, “can-do” individual that loves cars and genuinely loves what they do. It is important to note that this is NOT a dealership position. This is a real, passionately owned, family business that is nationally known in the classic car world.

This is an opportunity to work at and manage one of the top classic car restoration shops in the country.

It is exciting, dynamic, sometimes chaotic but always professional. We operate at the top end of this market and our managers need to uphold this standard. No two days will be alike – you must be flexible, have a good sense of humor, love cars and be comfortable operating in a dynamic environment.

At the same time, your contribution and involvement and personal touch will be in real time. There is no bureaucracy or politics. You will be an integral part of this company, working directly with the owner and helping oversee, manage and grow the business.

To learn more about the company: www.TheCreativeWorkshop.com or to explore our world a bit: www.facebook.com/TheCreativeWorkshop

Experience dictates highly competitive salary. Appropriate relocation expenses covered. We offer health benefits, paid holidays and vacation and an incredible working environment.

For more information or to send a resume please email info@thecreativeworkshop.com or fax 954-920-9950.

To schedule an interview contact Veronica Lucas at 954-920-3303.