

**Job Title:** Performance Service Specialist

**FLSA Status:** Exempt

**Department:** Motorsports

**Reports To:** Program Director

### Position Summary

The Performance Service Specialist (PSS) is expected to support the company's mission, vision & values in all actions – both at work and within the community. He/she has a positive attitude and mutual respect for all clients, co-workers and colleagues. The PSS understands JACKSON'S all hands on deck philosophy, which requires total teamwork and collaboration at all locations and any time he/she is scheduled to work at a race or event. JACKSON'S ultimate goal is to serve our clients and to do everything possible to make them and their operations more efficient, profitable, and their interactions with us enjoyable. Specifically this position is responsible for assisting CDL Event Specialist in preparing tractor-trailer combination to transport and deliver products, or materials and performing the essential duties and responsibilities.

**Essential Functions:** include the following: Other duties may be assigned.

- Completes paperwork for load picked up or delivered – ensure that it is accurate
- Maintains daily telephone or e-mail contact with supervisor to receive instructions
- Logs books are in compliance with DOT hours of service regulations (where applicable < 10,000 lb trucks)
- Time sheets are entered into Webvantage daily, matching log books (where applicable)
- Load and unload truck by hand or by operating mechanical loader
- Operate equipment: mounting and balancing
- Loading and Unloading of tires
- Managing POS, on-site tire purchases
- Demonstrates the same work ethic on annual assignments and when working as additional manpower at on-site events
- Event reports, time sheets, expense reports
- Read bills of lading to assure accuracy

**Essential Skills & Experience:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Knowledge/Skills/Abilities

High school diploma or general education degree (GED); two years of verifiable motorsports experience, including a general knowledge of motorsports with tire mounting and balancing service experience.

- Requires DOT medical card (for operating <10,000 lb trucks)
- Must be familiar with specialized race trailers
- Possess general auto mechanical ability
- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to clients and other employees of the organization.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Working knowledge of Microsoft Outlook, Word, and Excel. Understands and is able to operate wireless network connectivity
- Fulfills POS training requirements and utilizes knowledge to process on-site tire purchases
- Critical Thinking – using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

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**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must pass D.O.T. physical and qualification for annually. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; climb or balance; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk; stoop, kneel, crouch, or crawl; and taste or smell. The employee must regularly lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts, outside weather conditions, and vibration. The employee is frequently exposed to fumes or airborne particles and toxic or caustic chemicals. The employee is occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; and the risk of electrical shock. The noise level in the work environment is usually loud.

**General sign-off:** The associate is expected to adhere to all company policies.

I have read and understand this explanation and job description.

Signature \_\_\_\_\_

Date: \_\_\_\_\_