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CIT Trucks - Corporate Office

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Your Career  
Further.



*We are an equal opportunity employer, including protected veterans and qualified individuals with disabilities.*







## Our Beginning

Since 1975, CITTrucks, LLC has proudly served the transportation industry. Our consolidated enterprises employ over 750 individuals and represent Kenworth, Volvo, Mack, Isuzu, and Autocar product lines in 15 locations, serving sales territories in Illinois, Missouri, and Indiana.

## Who We Are

We are a full-line, commercial truck dealership group representing Kenworth Truck Company, Volvo Trucks North America, Mack Trucks, Autocar, and Isuzu Commercial Trucks of America. Our dealerships offer the best in New & Used Truck Sales, an extensive Parts Inventory, the finest in truck Service and Maintenance, and state of the art Body Repair.

In addition, CIT Trucks offers our customers in-house rental and leasing options through Central Truck Leasing and finance solutions in partnership with Central Truck Finance.

## Our Culture

We are proud of CIT Trucks' heritage that is rooted in integrity and hard work. Our success is due to the commitment of our employees and our continued search for promising, talented individuals who build on our strong foundation and contribute to the company's continued success.



## Benefits

- 401(k) retirement plan
- Paid holidays & Paid time off
- Three health insurance plans
- Employee referral bonus
- On the job and OEM training
- Advancement opportunities
- Competitive salary
- Dental & Vision plan
- Health Savings Accounts (HSA)
- Flexible Spending Accounts (FSA)
- Short & Long-term disability insurance
- Base Life & Voluntary Life insurance

## Fast Facts



Serving Territories in  
IL, IN, MO



750+ Employees



15 Total Locations



Over 230 Service Bays



Over 4,000 Trucks Sold  
Annually



\$20 Million On-Hand  
Parts Inventory



# Diesel Technician



*Join a company with fast-paced, steady, challenging work that will provide you the opportunity to work on medium-duty and heavy-duty trucks. Continuously improve your technical skills and become certified to work on technical and mechanical components.*

The **Diesel Service Technician** performs repairs and maintenance work on heavy-duty and medium-duty diesel trucks in accordance with dealer and manufacturer standards.

## **Responsibilities Include:**

- Run diagnostics on medium and heavy-duty vehicles
- Repair various components which may include engines and other systems
- Perform inspection and preventative maintenance services
- Complete online training courses and attend instructor-led classes
- Follow all safety practices and procedures

## **CIT Trucks Tool Purchase Program:**

- Technicians are offered a zero interest loan to purchase up to \$3,500 worth of tools/equipment
- Those who partake in the program have 2 years (24 months) to pay it off via payroll deductions
  - You can choose to take out less than \$3,500 and pay it off in less than 24 months
- Participants may choose from any major tool vendor to purchase your equipment (Snap-On, Matco, Cornwell, Mac, Sears)
- Once a participant pays off the balance, the tools/equipment belong to the employee
  - If a participant leaves the company with an outstanding balance, the remainder of the loan may be deducted from the final paycheck
  - Any remaining balance after the final deduction is required to be paid back within 2 weeks
  - The monthly payment plan is only applicable to employees of the company
- Upon termination, if a participant still has a balance and does not wish to pay it off in full, the tools then become property of CIT Trucks
- After paying off their current loan, a participant may take out another loan

# Service Careers at CIT Trucks

## Service Manager

Manages, advises, and oversees the Service Department to ensure efficiency and customer satisfaction.

## Level A Technician

Proficiently performs all work assigned to them in skill levels D, C, B, and A. Level A Technicians display good leadership qualities when supervising other technicians and are able to perform the duties of the Foreman when asked with little to no supervision. A Level A Technician will complete the online coursework assigned and will complete 6+ OEM Certifications.

### Skills & Training:

- ECM and Major Electrical Diagnostics
- Engine Overhaul
- Engine Rebuild
- Emissions Diagnostics
- Proficient with all electronic tools
- Proficient with OEM programs

## Level C Technician

Performs all work assigned to them with little to no supervision. Level C Technicians are proficient in Level D Technician skills, the skills listed below, and will complete the online coursework assigned, along with 1-2 OEM Certifications. A Level C Technician will periodically be assigned higher skill level jobs to test their competencies and interests.

### Skills & Training:

- Oiling System
- Seals and Gaskets
- Fuel System
- HVAC
- Steering & Suspension
- Pre-delivery
- Minor Engine Tune-up
- Clutch Replacement
- Onsite Training
- Minor Engine Repairs
- Electric Repairs

## Lube Technician & Service Apprentice

Performs any work assigned to them under necessary supervision. A Lube Technician is proficient in the skills listed below and will complete the online coursework assigned. A Lube Technician will periodically be assigned higher skill level jobs to test their competencies and interests.

### Skills & Training:

- Preventative Maintenance
- Online Coursework

## Service Writer

Supports the Service Department through administrative tasks and customer relations. Prepares repair orders by describing damage, problems, and causes discovered as well as repairs and services required.

## Service Foreman

Advises and assists Service Department employees in order to complete jobs in a timely and efficient manner.

## Level B Technician

Proficiently performs all work assigned to them in skill levels D, C, and B. Level B Technicians are capable of performing Level C Technician skilled work with little to no supervision and displays good leadership qualities when supervising other technicians. A Level B Technician will complete the online coursework assigned and will complete 3-6 OEM Certifications.

### Skills & Training:

- Transmission Service
- Transmission OH, R&R
- Alignments
- Failure Analysis
- Train/Mentor New Techs
- Major Engine Tune-up
- Differential
- Injectors
- Engine Service, R&R
- Minor Emission Repairs
- Steering and Suspension

## Level D Technician

Performs any work assigned to them under necessary supervision. Level D Technicians are proficient in the skills listed below and will complete the online coursework assigned. A Level D Technician will periodically be assigned higher skill level jobs to test their competencies and interests.

### Skills & Training:

- Brakes & Wheel Repair
- Clutch Adjustments
- State & Federal DOT Inspections
- Exhaust Systems
- Preventative Maintenance
- Engine Cooling Systems
- Minor Electrical Repairs
- Week 1 & Year 1 Training Complete in 1 Year
- Class B CDL w/ Air Brake Endorsement

## Service Detailer & Service Janitor

Performs any work assigned to them under necessary supervision. A Service Detailer is proficient in the skills listed below and will complete the online coursework assigned. A Service Detailer will periodically be assigned higher skill level jobs to test their competencies and interests.

### Skills & Training:

- Detail Service & Sales Vehicles
- Online Coursework

## Service Intern

Performs any work assigned to them under necessary supervision. Works with technicians to apply what they are learning in school to perform repairs. A Service Intern will periodically be assigned higher skill level jobs to test their competencies and interests.

# Body Shop Technician



*Join a company with fast-paced, steady, challenging work that will provide you the opportunity to perform all types of truck reconditioning. Work with computerized alignment systems, heavy-duty frame alignment machines and in-house paint-mixing equipment.*

The **Body Shop Technician** is responsible for the overall repair of the body of the truck including damaged parts, surfaces, and framework.

## **Responsibilities include:**

- Remove damaged sections of vehicles
- Complete fiberglass and plastic fabrications and repairs
- Fit and weld replacement parts into place
- Apply paint utilizing provided painting equipment and color matching techniques
- Assemble and disassemble trucks to prepare for repair and refinishing
- Operate pressurized sandblasting hose
- Complete alignments, section frames at factory spec'd areas, repair or replace defective mechanical parts

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- After paying off their current loan, a participant may take out another loan

# Body Shop Careers at CIT Trucks

## Body Shop Manager

Manages, advises, and oversees the Body Shop to ensure efficiency and customer satisfaction.

## Estimator

Evaluates damage and uses knowledge of parts and labor to determine the cost and time needed to make necessary repairs.

## Level A Technician

Proficiently performs all work assigned to them in skill levels C, B, and A. Displays leadership qualities when supervising other technicians and are able to perform the duties of the Foreman when asked.

- Diagnosing malfunctions
- Removing and repairing damaged parts
- Reshaping metal surfaces
- Fitting and welding replacement parts

## Level C Technician

Performs all work assigned to them with little to no supervision. A Level C Technician will periodically be assigned higher skill levels jobs to test their competencies and interests.

- Installing air shields and deer catchers
- Balancing wheel assemblies
- Applying decals and polishing wheels

## Sandblast Technician

Operates abrasive blasting equipment to remove surface contaminants to prepare surfaces for refinishing. Performs any work assigned to them under necessary supervision.

- Operates sandblasting equipment
- Dismantling suspension and truck parts

## Paint Prepper

Prepares trucks for the refinishing processes by repairing, sanding, and priming body panels. Performs any work assigned to them under necessary supervision.

## Body Shop Foreman

Advises and assists Body Shop employees in order to complete jobs in a timely and efficient manner.

## Service Writer

Supports the Body Shop through administrative tasks. Prepares repair orders by describing damage, problems, and causes discovered as well as repairs and services required.

## Level B Technician

Performs all work assigned to them in skill levels C and B. Level B Technicians are capable of performing Level C Technician skilled work with little to no supervision and displays good leadership qualities when supervising other technicians.

- Removing and repairing damaged parts
- Reshaping metal surfaces
- Fitting and welding replacement parts

## Alignment and Frame Technician

Performs repairs on damaged frames. Performs any work assigned to them under necessary supervision.

- Removing and repairing damaged frames
- Complete alignments
- Balance wheels

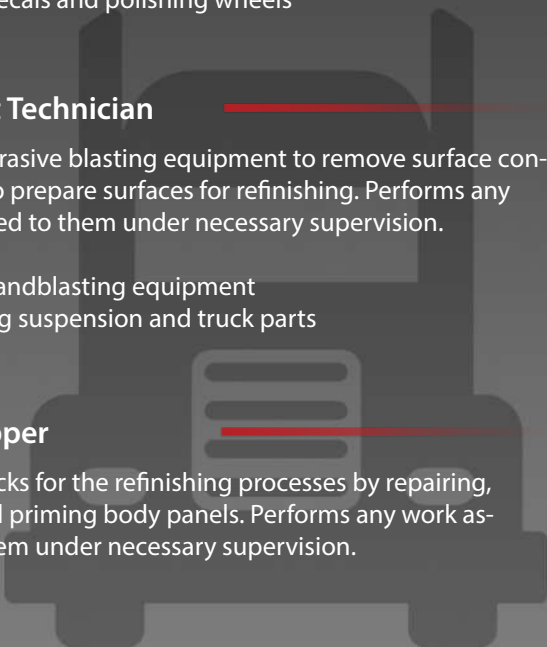
## Painter

Accountable for the refinishing process on repaired trucks. Performs all work assigned to them with little to no supervision.

- Color match, tint, mix, and apply paint
- Fill and repair dents and chips

## Body Shop Detailer

Maintains shop cleanliness as well as cleans and details trucks. A Body Shop Detailer will periodically be assigned higher skill levels jobs to test their competencies and interests.





# Parts Department



*Join a company with fast-paced, steady, challenging work that will provide you the opportunity to work for one of the largest retail parts outlets in the Midwest. Excel in sales, delivery or stocking of Kenworth, Volvo, Isuzu, Mack, Caterpillar, Cummins, and PACCAR parts.*

Our **Parts Department** encompasses a variety of positions, ranging from serving our customers on the road, in one of our retail locations or in our warehouse distribution facilities.

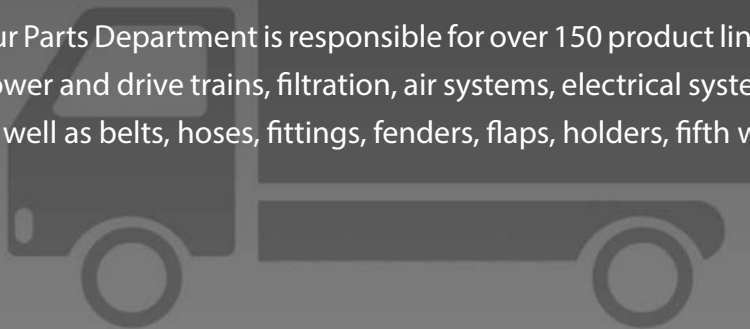
## **Positions Include:**

- Warehouse/Delivery Driver
- Inside Parts Sales Representative
- Route Parts Sales Representative
- Inventory Control Coordinator
- Parts Purchaser
- Parts Manager

With more than \$20 million in available OEM and aftermarket inventory, CIT Trucks provides customers with excellent parts availability, prompt service, and competitive prices.

We offer customers the widest selection of parts and accessories for all makes and models of trucks, tractors, and trailers. Our Parts Department is dedicated to maintaining proper stocking levels that allows us to locate and process orders quickly and efficiently.

Our Parts Department is responsible for over 150 product lines, including brakes, heating and cooling systems, power and drive trains, filtration, air systems, electrical systems, steering, exhaust, suspension, and hydraulics, as well as belts, hoses, fittings, fenders, flaps, holders, fifth wheels, chrome, and accessories.



# Parts Careers at CIT Trucks

## Warehouse/ Delivery Driver

- Fill and deliver parts orders
- Load and unload parts using a forklift
- Verify shipment contents for accuracy
- Take orders from customers at time of delivery
- Communicate effectively with customers
- Identify and correct inventory count errors
- Build relationships with customers

## Inside Parts Sales Representative

- Field a high volume of calls and in-person customers
- Sell heavy-duty truck parts in the parts showroom
- Explain features, benefits, and warranty of parts
- Inform customers of companion part requirements and full product lines and offerings
- Provide price quotes and additional information
- Build relationships and provide quality customer service with a sense of urgency
- Determine the availability and lead times of parts
- Partner with warehouse employees to pull ticket orders for customers

## Route Parts Sales Representative

- Sell heavy-duty truck parts
- Explain features, benefits, and warranty of parts
- Inform customers of companion part requirements and full product lines and offerings
- Provide price quotes and additional information to customers
- Build relationships and provide quality customer service with a sense of urgency
- Solicit and prospect for new customers
- Determine the availability and lead times of parts
- Requires daily travel in a company vehicle

## Inventory Control Coordinator

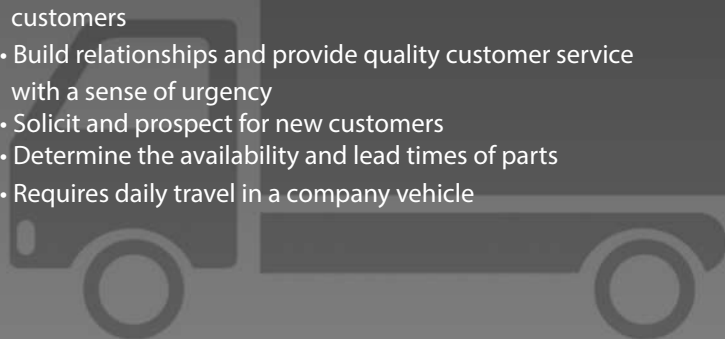
- Receive and input parts data into the inventory system
- Contact vendors to follow up on credits and resolve issues
- Allocate freight charges to customer orders
- Manage inventory control system
- Code invoices
- Process part returns to vendors

## Parts Purchaser

- Purchase heavy-duty truck parts through computer systems
- Monitor trends and counts of parts
- Determine the availability and lead times of parts
- Prepare, maintain, and review purchasing files, reports, and price lists
- Build and maintain business relationships with vendors
- Review open purchase orders
- Track, follow up, and report on back ordered parts

## Parts Manager

- Develop, train, and coach employees on tasks such as selling, customer relations, policies, procedures, etc.
- Monitor data, numbers, customer pricing, and quotas within the department
- Prospect and identify potential customers.
- Build and maintain business relationships with vendors and customers
- Appraise employee performance through coaching's, reviews, and evaluations as appropriate
- Collaborate with Human Resources to interview, screen, and hire employees





# Sales Department



*Join a company with fast-paced, steady, challenging work that will provide you the opportunity to build long-lasting relationships while serving customers with the best line-up of new and used medium and heavy-duty trucks.*

Our **Sales Department** is comprised of knowledgeable, outgoing individuals with a dedication to building long-term customer and vendor relations.

## **Positions Include:**

- Sales Intern
- Sales Coordinator
- Medium Duty Truck Sales Representative
- Used Truck Sales Representative
- New Truck Sales Representative
- Used Truck Sales Manager
- New Truck Sales Manager

We carry a large inventory of new trucks with the latest and most advanced technology available in the industry. We also have a variety of fully reconditioned, pre-owned equipment to meet the truck needs of any customer.

CIT Trucks is a franchised dealer for Kenworth Heavy Duty (Class 8), Kenworth Medium Duty (Class 3-7), Volvo, Mack and Isuzu. Fleet owners, owner/operators, and local distributors alike trust us to provide competitive prices on new and used trucks, creative financing programs and insurance packages. Additionally, our truck specification system enables our sales professionals to quickly and accurately customize trucks to each customer's unique specifications.

# Sales Careers at CIT Trucks

## Medium Duty Truck Sales, New Truck Sales, and Used Truck Sales Representatives

- Assist customers in selecting and ordering trucks
- Prospect for new and used truck customers on a daily basis
- Write complete and accurate sales orders, secure deposits, and process paperwork
- Deliver new and used trucks, explaining all warranties and dealership after-sale services
- Inspect and appraise used trucks when needed
- Study truck and equipment specifications to improve knowledge and stay current on products

## New Sales, Used Sales, and Regional Sales Manager

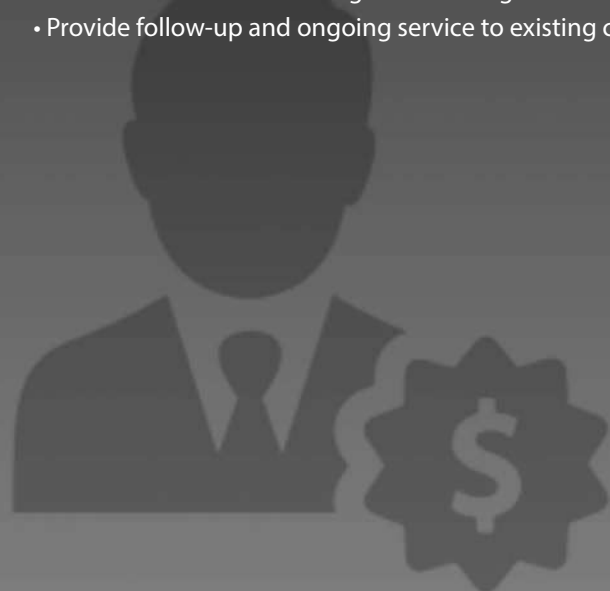
- Facilitate vehicle pre-delivery with the Service Manager
- Communicate daily with the sales representatives regarding trade-ins
- Seek out good-quality, low mileage units
- Appraise all incoming used vehicles
- Ensure that cosmetic and mechanical reconditioning is performed within the cost and time limitations
- Conduct bi-weekly sales meetings
- Hire, motivate, and monitor the performance of all sales employees
- Forecast monthly with each sales representative to establish objectives
- Review monthly commission sheets
- Maintain a balanced used vehicle inventory and wholesale selection
- Ensure that all inventory is front-line ready and properly displayed on the sales lot

## Sales Coordinator

- Vehicle sales coordination including invoice and document completion, confirming that trucks are ready for pickup or delivery, and providing customer assistance
- Verify trade payoffs and obtain title copies
- Prepare necessary documents prior to the delivery of the new vehicle including vehicle bill of sale, tax and title documents and vehicle warranties
- Prepare vehicle sales invoice, pay-off requests for trade-ins, and register extended warranties
- Maintain truck inventory for new and used trucks including verifying factory orders and shipments
- Report new sales to manufacturers
- Prepare reports for sales and management

## Sales Intern

- Observe and interact with Truck Sales Representatives to learn the sales process
- Maintain lot display and merchandising materials on vehicles
- Deliver new and used trucks to customers
- Study truck and equipment specifications
- Write sales orders, secure deposits, and process paperwork
- Assist customers in selecting and ordering trucks
- Provide follow-up and ongoing service to existing customers





# Corporate Internships



*Join a company with fast-paced, steady, challenging work that will provide you the opportunity to earn college credit, apply knowledge learned in the classroom and make valuable connections all while attending school.*

## **An internship with CIT Trucks offers the opportunity to:**

- Get paid while gaining valuable work experience
- Earn college credit towards your degree or certificate
- Work around your school schedule
- Explore career opportunities
- Apply knowledge learned in the classroom
- Find mentors and make valuable connections
- Advance your career

## **Our Internship Program:**

Internships at CIT Trucks allow students to be paid while gaining valuable work experience and exploring career opportunities. We are able to work around your school schedule so when you come to work you are able to apply the knowledge learned in the classroom. Interns who successfully complete an internship may be considered for full-time employment after graduation.

CIT Trucks Corporate is conveniently located only minutes away from Heartland Community College, Illinois State University, Illinois Wesleyan University, and Lincoln College Normal. Department-specific internships are also available at all of our 15 dealership locations.

# Future Careers at CIT Trucks

## Human Resources

- Director of Human Resources
- Assistant HR Manager
- Recruiter
- HR Generalist
- Payroll Coordinator
- HR Assistant

## Information Technology

- IT Manager
- Application Developer
- Network Administrator
- Systems Analyst
- IT Support
- IT Intern

## Accounting

- Controller
- Assistant Controller
- Staff Accountant
- Junior Accountant
- Accounting Intern

## Marketing

- Director of Marketing
- Marketing Coordinator
- Business Analyst
- Graphics Specialist
- Marketing Intern

## Accounts Receivable

- Credit Manager
- Credit Specialist
- Accounts Receivable Clerk
- Receptionist

## Warranty

- Warranty Manager
- Warranty Coordinator

## Accounts Payable

- Accounts Payable Lead
- Accounts Payable Clerk

## Corporate Sales

- Corporate Sales Administrator
- Corporate Sales Coordinator

## Sales Department

- Sales Coordinator
- Medium Duty Truck Sales Rep
- Used Truck Sales Rep
- New Truck Sales Rep
- Used Truck Sales Manager
- New Truck Sales Manager
- Sales Intern

## Parts Department

- Warehouse/Delivery Driver
- Inside Parts Sales Representative
- Route Parts Sales Representative
- Inventory Control Coordinator
- Parts Purchaser
- Parts Manager

