

Service Manager - Job Description

02/23/2011

REPORTS TO: Director of Support Operations

GENERAL RESPONSIBILITIES:

Responsible for the stability, growth and profitability of the business through support management of day to day service department operations across the company. This includes but is not limited to current and future growth, efficiency in service operations, controlling waste and cost, and meeting budgeted revenue, expense, profit and productivity goals. Works with, and supports, Store Managers to achieve these goals at the store operation level.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Respect and reinforce company values, principles and traditions while remaining open to new ideas.
- Ensure all revenue, expense, profit and productivity goals in the service department are met and advise store managers of appropriate corrective actions if they are not.
- Set standards and procedures to ensure that customer service is of exceptional quality at all times and that every customer is treated fairly, promptly, honestly and pleasantly.
- Work with company management and store managers to establish service department organization/structure. Including productivity measurements and compensation plan recommendations.
- Create, evaluate, coordinate and implement policies and procedures designed to improve service department operations across the company.
- Work with store managers to provide advice on rental equipment maintenance as needed and help establish procedures when necessary.
- As needed resolve service department customer complaints fairly to the customer and company.
- Ensure safety is stressed in all service department operational activities and that safety rules are enforced.
- Establish policies to help control waste and cost in the service department
- Provide recommendations and advice for service department staffing. Assist in interviewing, evaluating and hiring new service department personnel. Also provide feedback to store managers and shop foremen for employee performance reviews.

- Evaluate vendor requirements for service personnel and departments (training, special tools, etc.). Recognize competing and complementary requirements between vendors. Establish priorities and recommend actions.
- Evaluate, monitor, recommend, plan and track training for service department personnel.
- Track and control inventory of special shop tools.
- Evaluate and monitor vendor policies and procedures for warranty claims and assist store managers and all parties in complying as necessary.
- Monitor and oversee any and all PIP's, Campaign's and product recalls initiated by vendors and ensure our compliance.
- Evaluate and monitor vendor policies and procedures for PDI and set-up requirements and assist store managers and all parties in complying as necessary.
- Maintain spread sheet posted on LIRA of most common PDI, Flat rate and setup costs.
- Recommend shop labor rates and service offerings. Monitor market competition and suggest changes as needed.
- Establish mobile service guidelines and rules. Oversee efficient and profitable use of the mobile service truck(s).
- Cover for service coordinators and shop foremen when they are out (vacation, ill, etc.) or as reasonably requested by store managers.
- Work with and support shop mechanics as needed. Provide direction, advice and hands on training as needed to improve efficiency.
- Maintain clear and consistent communications with store managers. Develop a relationship, based on cooperation, mutual respect and mutual understanding.
- Perform any other duties required or requested for the good of the company.

MINIMUM QUALIFICATIONS:

- High school diploma or higher
- Demonstrated managerial ability
- Mechanical experience
- Conversant with computer technology

COMPETENCIES REQUIRED:

- Skills:
 - Communication skills, both written and verbal
 - Customer service skills
 - Prioritizing and assigning work
 - Ability to execute and follow up on assignments
 - Resolving conflicts with patience and common sense
 - Strong organizational ability
 - Decision making ability
 - Problem solving ability

- Knowledge:
 - Working knowledge of a wide range of equipment
 - Computer and typing skills needed to create basic word documents, spread sheets and e-mail
 - Working knowledge of company business computer system

- Traits:
 - Integrity, dependability
 - Consistent, upbeat attitude
 - Common sense
 - Intelligence
 - Self motivated, driven, always has a sense of urgency
 - High level of maturity and confidence
 - Ability to deal with people, customers, employees, with fairness and diplomacy
 - Ability to lead, inspire, motivate, and produce results through others
 - Pays attention to detail
 - Maintains confidentiality of private or sensitive information
 - Even temperament

WORKING CONDITIONS:

This position is subject to stress caused by a busy and continually changing environment, diversity in the organization, heavy workloads and time required to perform job. Position requires the ability to maintain a high level of energy, optimism and dedication even under adverse conditions.

SERVICE MANAGER:

SIGNATURE:

DIRECTOR OF SUPPORT OPERATIONS:

SIGNATURE:

DATE:
