

Service Manager ~ Job Description

7-20-2016

REPORTS TO: General Manager

GENERAL RESPONSIBILITIES:

Responsible for the stability, growth, and profitability of the business through management of the 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.
- Maintain clear and consistent communications with Store Managers, Service Writers, and Shop Foremen. Develop a relationship, based on cooperation, mutual respect, and mutual understanding.
- Ensure all revenue, expense, profit, and productivity goals in the service department are met and take appropriate corrective actions if they are not.
- Work with company management (including the 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; and to ensure that customer service is of exceptional quality at all times and that every customer is treated fairly, promptly, honestly and pleasantly.
- Help 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
- Take responsibility for service department staffing. Including interviewing, evaluating, and hiring new service department personnel, following company guidelines.
- Write and conduct performance reviews of the Service Writer/Shop Foremen with feedback from the Store Managers.
- Evaluate vendor requirements for service personnel and departments (training, special tools, etc.). Recognize competing and complementary requirements between vendors and establish priorities.
- Evaluate, monitor, plan, implement, and track training for service department personnel.

- Track and control inventory of special shop tools, including photos, on LIRA.
- Evaluate and monitor vendor policies and procedures for warranty claims, supervise the Warranty Administrator, and monitor the entire warranty work order process.
- Monitor parts availability.
- Monitor and oversee any and all PIP's (Product Improvement Programs), campaigns, and product recalls initiated by vendors - and ensure our compliance.
- Evaluate and monitor vendor policies and procedures for PDI and set-up requirements and create procedures for compliance, recording, and record retention.
- Maintain spread sheet posted on LIRA of most common PDI, Flat rate, setup costs, and charges.
- Recommend shop labor rates and service offerings (including mobile services). Monitor market competition and suggest changes and marketing as needed.
- Establish mobile service guidelines, policies, and procedures. 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.
- 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: _____

GENERAL MANAGER : _____

SIGNATURE: _____

DATE: _____