

SERVICE MANAGER

JOB DESCRIPTION

This position is accountable for the implementation of company operational policies, and processes relative to the truck Service Department. The Service Manager supports, organizes, directs, coaches and develops the Service Supervisors, Shop Foreman and Service Technicians to achieve high levels of customer satisfaction and revenue growth. Accountability not only includes service process development, monitoring and tracking, but also includes training and expense accountability for the service department. The Service manager assists the in the daily operations of the Service Department.

Primary Responsibilities:

- Attract, hire and maintain service department personal capable of performing service department functions at a high level of proficiency
- Develop performance of individuals as a team, measured by appropriate productivity performance reports
- Focuses and invests time on daily customer service activities and operational processes.
- Responsibility for overseeing the scheduling of all technicians to maximize profitability.
- Responds to customer service situations in a timely manner with information to resolve the customer concerns in a cost effective manner
- Meets and/or exceeds profit requirements and maintains expense budget
- Drives customer service results by instilling excellent communication skills within the service department
- Drives future revenue growth in the service shop by looking for new avenues to secure business
- Financial - Service Department P&L responsibility
- Knowledge of operational processes and procedures
- Ensures employees have a safe work environment and maintains the safety of the shop equipment.

Experience Requirements:

- Minimum of 10 years proven experience as a Service Manager or Fixed Operations Director
- Knowledge and experience in running a large shop with a hands on approach
- Ability to professionally manage employees and profitability to high performance standards
- Ability to drive and improve positive customer experiences
- Able to understand and utilize financial statements and other operational metrics
- Strong leadership, training, and administrative skills
- Possesses working knowledge of service organization operations and workflow scheduling
- Strong understanding of automotive/truck service processes
- Ability to analyze information, identify root causes and develop/implement approved solutions.
- Experience in coaching and developing associates, preferably in a truck service environment
- Proven ability to develop and mentor team members, lead, influence and achieve results.
- Possesses and demonstrates strong verbal and written communication skills, negotiation/influencing skills, business consulting skills, management skills
- Builds and sustains productive working relationships with business partners and peers.
- Recognizes opportunities and takes action without waiting for specific direction.
- Serves as role model for the leadership principles within the company
- Proficient use of the latest database and software technology, email, Microsoft products, and various other systems
- Professional verbal and written communication skills
- Valid driver's license and a good driving record
- Must have open availability based on the hours the Service Department is open for business